

RockStat

August 11, 2016

Rockford Fire Department

PRESENTED BY:
Derek Bergsten – Chief

- **Maintain and improve health and safety throughout the organization**
- **Enhance career related training and development throughout all department levels**
- **Continually improve and enhance delivery of service to the citizens**
- **Recruit and retain a diverse and effective workforce**
- **Foster community outreach and agency partnerships**

Rockford Fire Department
Key Strategic Initiatives
2016

Rockford Fire Department

Dashboard

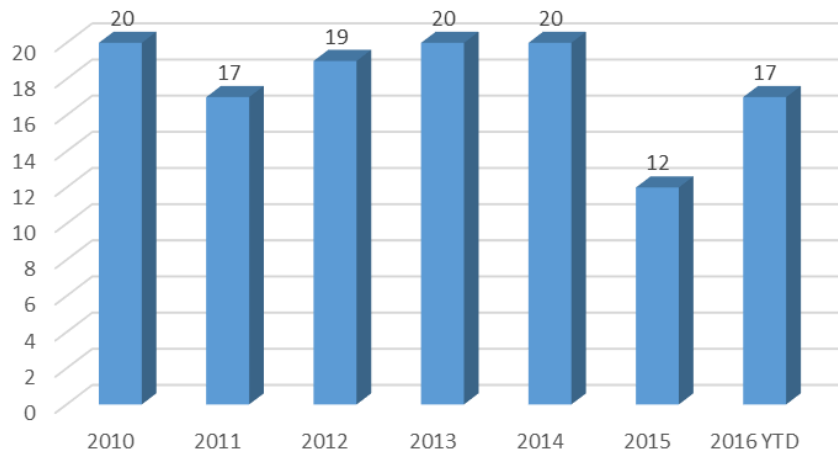
Div	Measure	2015 Benchmark	2016 Actual
Operations	Total Incidents	15,843	15,733
	EMS & Search and Rescue Incidents	12,705	12,625
	Total Fires	380	381
	<i>Structure Fire Incidents (Residential)</i>	136	129
	<i>Structure Fire Incidents (Commercial)</i>	21	23
	<i>Vehicle Fire Incidents</i>	76	63
	<i>Outside Fire Incidents</i>	83	88
	<i>Open Burning Incidents</i>	64	78
	Hazardous Condition Incidents	308	302
	Service/Good Intent Call Incidents	1,517	1,544
	False Alarm & False Call Incidents	838	835
	Other Incident Types	95	46
FPB	Inspections	3,490	2,641
	Arsons	46	41
	Public Education Activities (# of Persons)	11,084	11,001
911	911 Calls	79,557	78,107

Rockford Fire Department

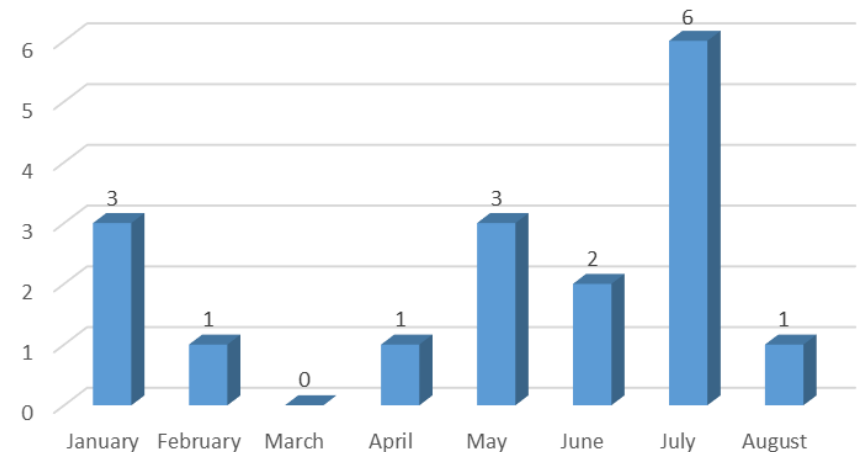
Vacant Single Family Residential Building Fires 2010-2016 YTD

Year	Total Residential Structure Fires	# of Vacant Residential Structure Fires	% of Total
2010	145	20	13.79%
2011	142	17	11.97%
2012	145	19	13.10%
2013	151	20	13.25%
2014	131	20	15.27%
2015	120	12	10.00%
2016 YTD	82	17	20.73%

Vacant Residential Structure Fires by Year

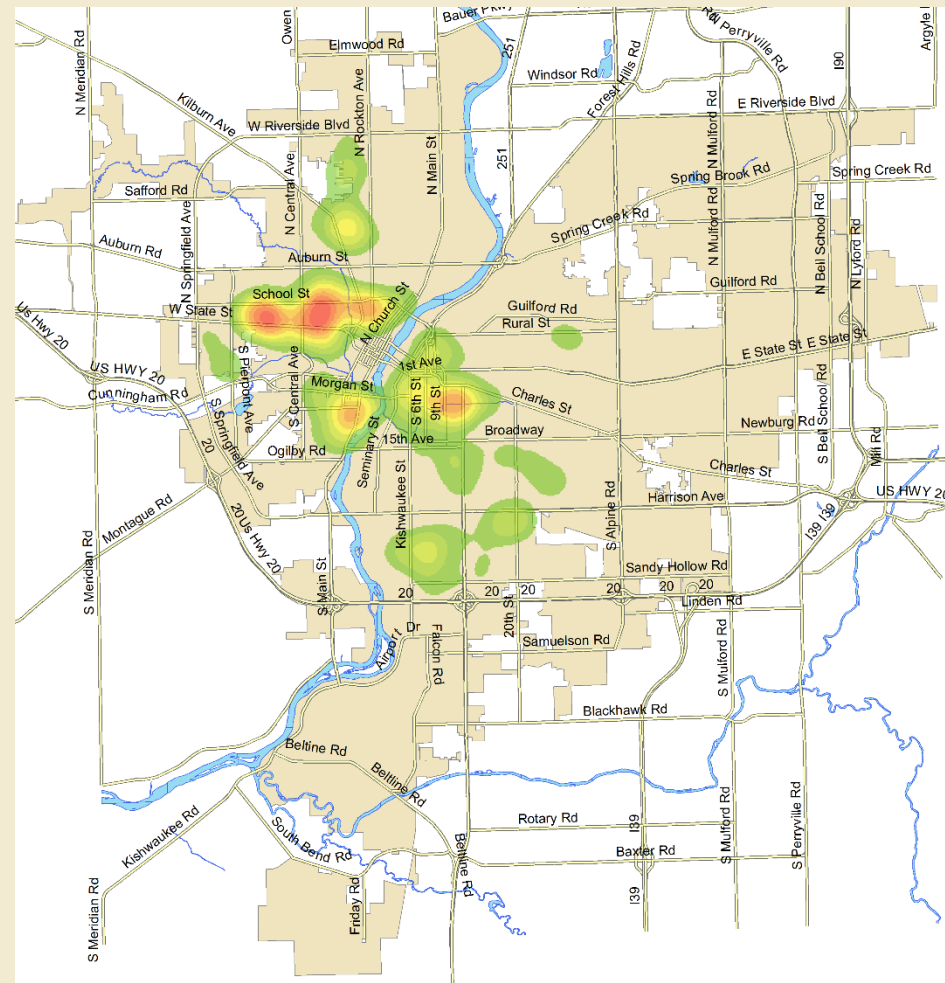
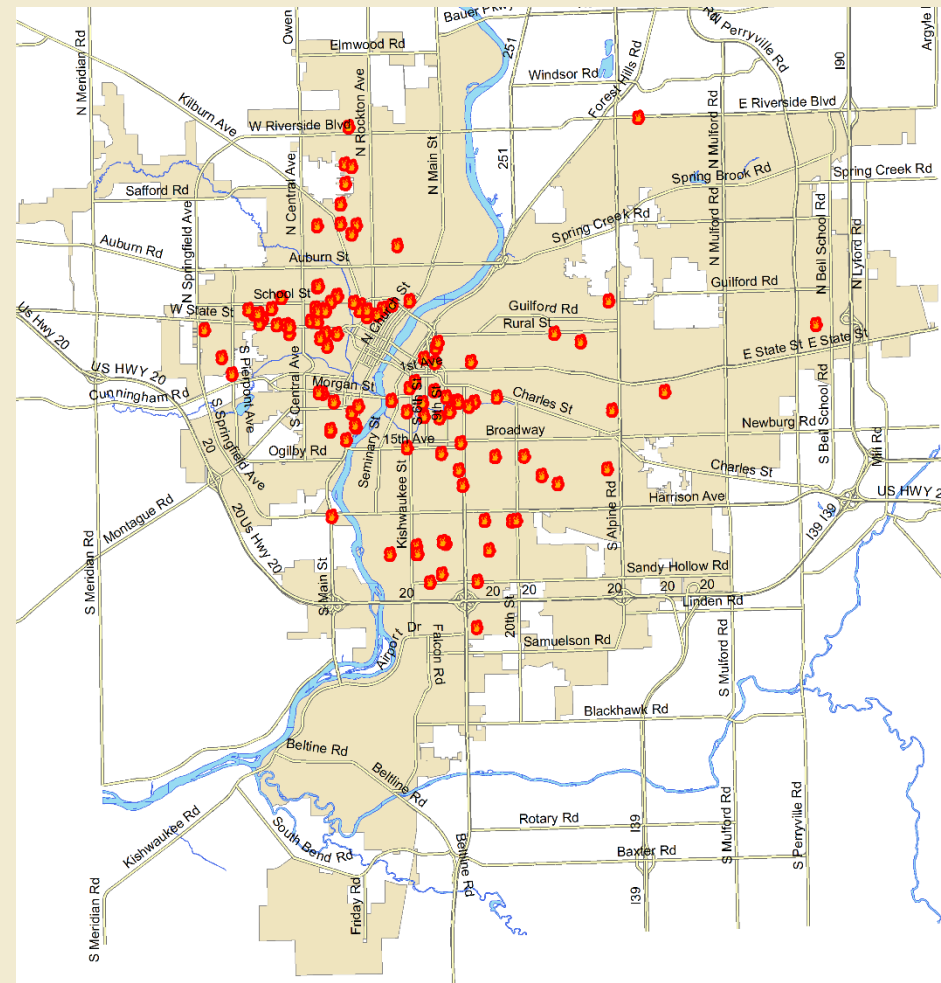


2016 Vacant Residential Structure Fires



Rockford Fire Department

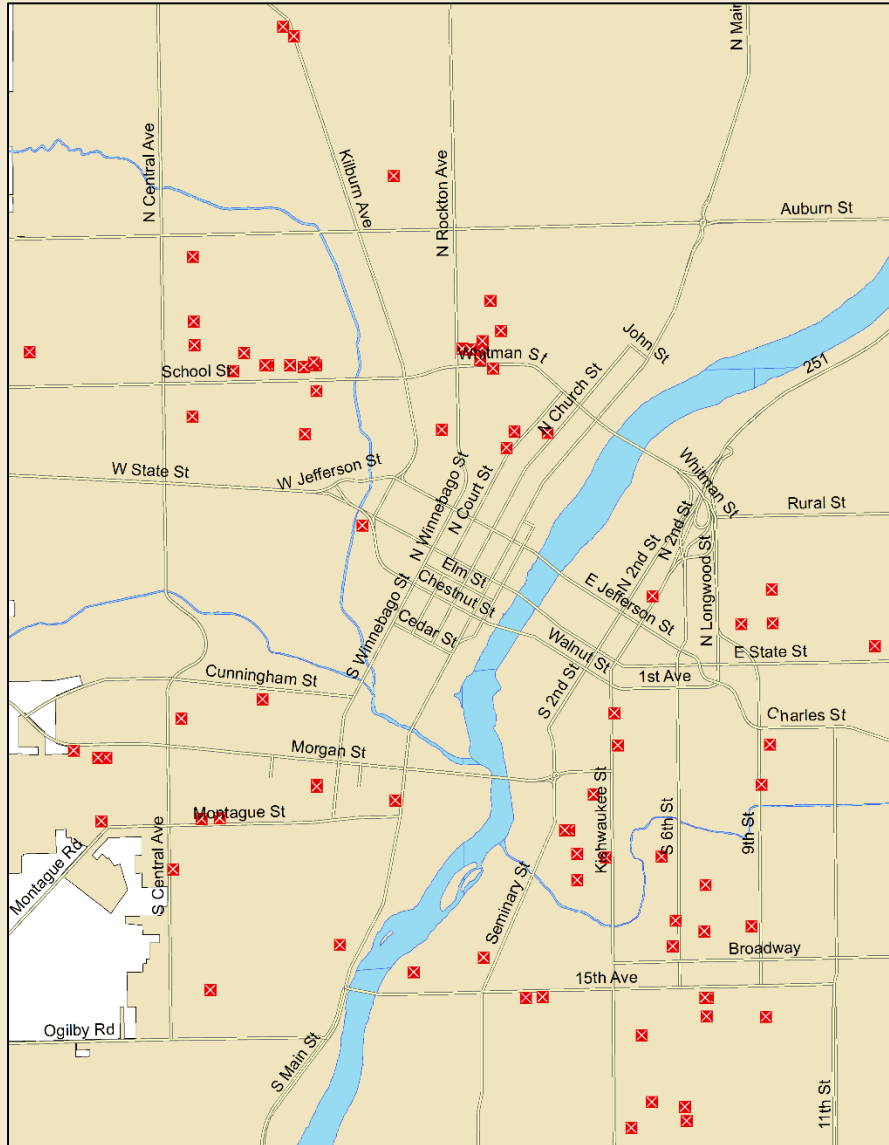
Vacant Single Family Residential Building Fires 2010-2016 YTD



Rockford Fire Department

Red X's on Vacant Condemned Structures

- 82 properties marked so far
- Located in areas surrounding Stations 1, 2, and 3



Rockford Fire Department

Achievements

- Began work on Recruiting Video
- 2016 Recruit Class completed training and graduated from the Academy
- Promoted Lt. Trent Brass to MIH Manager
- Participated in opening of new Fire Station Museum at Midway Village
- Conducted injury prevention with City Market by setting up mister tent at entrance on 7/22/15
- Lt. Vertiz participated in discussion on heroin use and Narcan at roundtable hosted by Senator Durbin and Rosecrance
- Approved occupancy for MRO at Chicago Rockford International Airport
- Participated in numerous outreach events
 - Bookerfest
 - Police Department's National Night Out
 - Partnered with Police on Safety Camps
 - Church Block Parties/Fun Fairs (Trinity, Liberty Baptist, Redeemer Lutheran, St. Faith Walker, etc.)
 - GiGi's Playhouse
- Hosted Honeywell at the Fire Training Academy for a "community work day"
- Division Chief Corl received Gold Medal of Valor Award from Rockford Park District

Rockford Fire Department

Areas for Improvement

- Modifications to radio system to improve communications
- Accreditation Commission Hearing on August 17th
- Vacant Building Fire Prevention

Rockford Fire Department



Rockford Fire Department



Rockford Fire Department



Public Works Department

PRESENTED BY:

Mark Stockman – Street Superintendent

Jeremy Carter – Traffic Engineer

Kelly Nokes – Deputy Operations Manager

- **Balanced infrastructure system inclusive of road, rail, parking, pedestrian and alternative modes of transportation**
- **Improved infrastructure & redevelopment to attract businesses to the City of Rockford**
- **Street maintenance program which provides commuters with clean, safe and well-maintained streets**
- **Operate and maintain the public water system in a manner that protects public health and enhances the community**
- **Maintain a stormwater management program that protects the public and the environment while enhancing the community**

**Public Works Department
Key Strategic Initiatives
2016**

Water Division

Dashboard

Monthly Performance			2016 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul
Water Operations	Distribution	Emergency Repair Time (hours)	2	0.9	2.6	0.8	1.0	2.1	0.9	1.4
		% of Total Repairs That Are Planned	70%	63%	64%	86%	83%	85%	78%	74%
		Backlog of Non-Emerg Repairs (Weekly Avg)	25	11	11	26	24	51	57	28
		# of Winter Backlog Jobs	130	29	31	15				
		Water Main Flushed (mi)	40					55	52	48
	Customer Service	Total Work Orders	2,465	2,208	2,432	2,733	2,557	2,557	2,540	2,288
		Delinquent Turn Off's	300	384	352	383	300	303	318	257
		Delinquent W.O. Comp. On Time	97%	91%	99%	97%	99%	100%	100%	100%
	Production	Maintenance Work Orders	200	217	201	171	209	275	239	164
		Service Pressure Excursions	45	26	27	21	27	36	30	45
		% Preventative Maintenance	60%	77%	62%	64%	69%	49%	80%	77%
		# of Water Quality Complaints	3	1	0	1	2	1	1	1
		% of Total Production from Primary Wells	80%	82%	80%	80%	84%	83%	81%	80%
	Financial	Total Amt Past 30 Days Due as % of Revenue	5%	3.4%	3.3%	3.0%	2.8%	2.9%	2.9%	3.0%
		Operating Revenue, % of Plan	95%	104%	99%	99%	102%	99%	99%	97%
		Number of New Water Connections	5	1	1	4	7	6	9	57

Engineering Division

Dashboard

Monthly Performance		2016 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul
Engineering	# of Site Plans Reviewed	7	6	1	11	6	20	18	11
	% of Site Plans Reviewed in less than 14 days	95%	100%	100%	90.9%	100%	100%	100%	100%
	# of Development Plans Reviewed	1	1	0	3	3	2	0	2
	% of Develop. Plans Reviewed in less than 21 days	95%	100%	NA	100%	100%	100%	NA	100%
	# of ROW/DWY Permits Issued	100	106	118	149	209	130	231	146
	% of ROW/DWY Permits Issued in 1 day	95%	99.1%	100.0%	97.3%	92.8%	100.0%	98.7%	100.0%
	ROW/DWY Permits to be Inspected	1500						2,197	1,838
	ROW/DWY Permits Closed	300	187	74	78	308	466	571	485
Stormwater	Stormwater Outfalls Inspected (even years)	120				552	331	224	38
	Creeks Inspected (mi) (even years)	15				24.3	16.8	30.9	10.1
	Industrial High Risk Inspections On Site	9	11	13	8	10	12	11	10
	Erosion Control Inspections On Site (5-winter;25-S/S/F)	25	9	16	16	35	62	45	31
	New Illicit Discharge (IDDE) Investigations	1	1	1	1	14	4	1	2
	IDDE Investigation w/in 72 hrs	100%	100%	100%	100%	100%	100%	100%	100%
	IDDE Investigations Unresolved	8	9	9	8	19	16	13	13
	Stormwater Samples Taken (15-Sp;15-F; 20 Trib)	NA		10	15		10		
	SWPPP Reviews	3	5	1	3	6	3	0	2
	Stormwater Service Requests	20	3	15	62	37	49	59	47
	SW Requests Generated Proactively (>=50% of total)	50%	2	7	36	18	31	48	31
	SW Requests Generated Reactively (<=50% of total)	50%	1	8	26	19	18	11	16
	Clogged/Sunken Inlets Invest. w/in 24 hrs of Request	100%	100%	100%	100%	100%	100%	100%	100%
	Other Stormwater Requests Invest. w/in 1 week of Req.	100%	100%	100%	100%	100%	100%	100%	100%
	Street Sweeping (mi)	Varies			102.6	187.7	309.7	304.7	127.2

STREET & TRANSPORTATION

PRESENTED BY:

Mark Stockman – Street & Transportation Superintendent

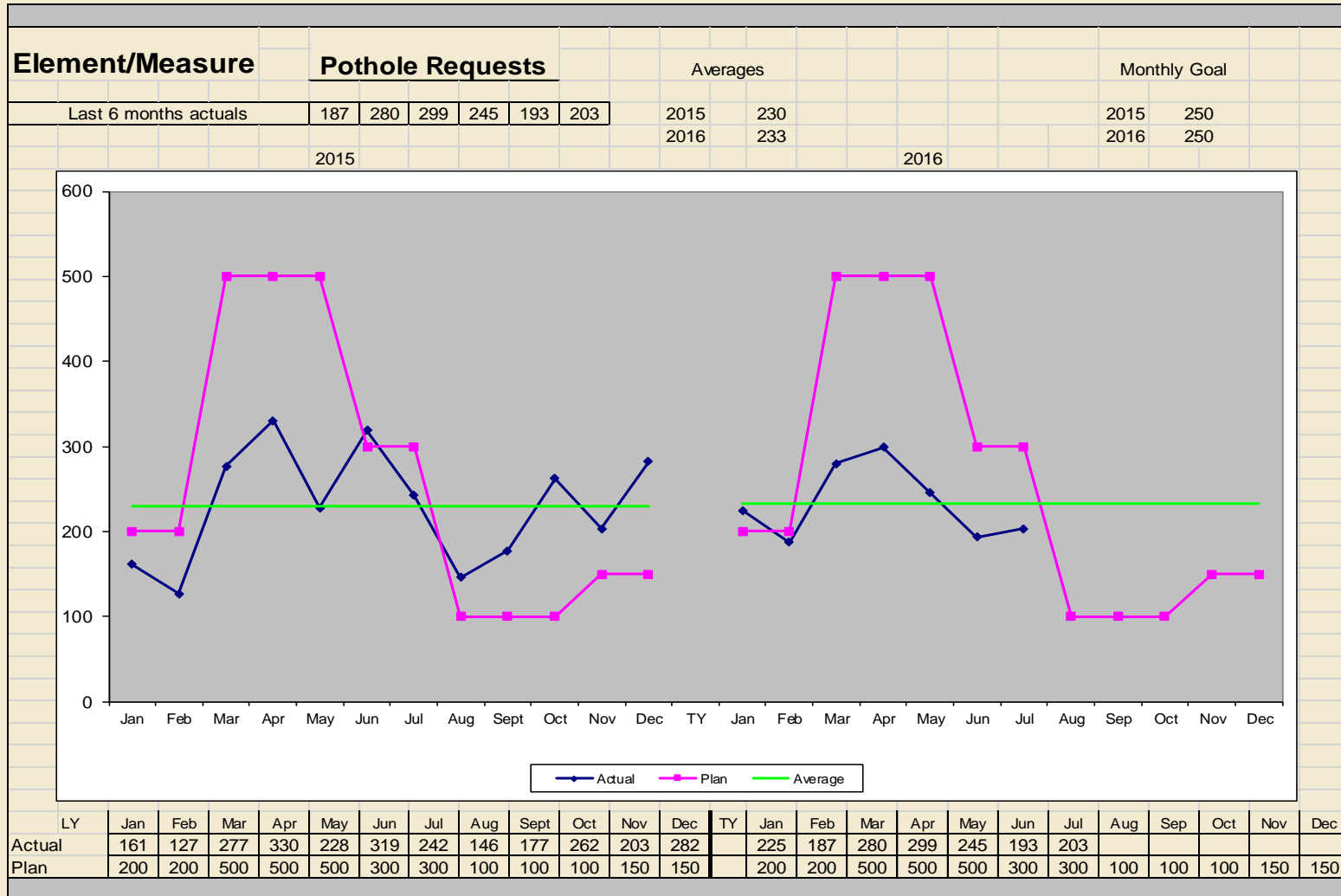
Street & Transportation

Dashboard

		2016 Monthly Target	Jan	Feb	Mar	Apr	May	Jun	Jul	YTD AVE.
Street Operations	Unresolved Pothole Requests	125	14	16	46	30	25	21	22	25
	Arterial Pothole Req. - % Completed <= 10 Days	90%	95%	97%	95%	94%	100%	91%	88%	94%
	Res. Pothole Req. - % Completed <= 30 Days	90%	100%	99%	100%	100%	99%	100%	100%	100%
	# Trees Trimmed	200	291	106	252	273	261	190	201	225
	# Trees Removed	120	40	185	125	132	105	108	120	116
	# Trees Planted	140				52	109	131		97
	Unresolved Forestry Prune or Removal Requests	150	66	42	44	63	126	132	125	85
	Unresolved Forestry Requests - Average Days Open	120	148	135	90	52	56	54	63	85
	Total Requests	600	490	381	517	511	524	529	516	495
	Total Unresolved Requests	250	162	145	183	155	232	236	197	187
Traffic Operations	% of Graffiti Requests removed in ≤ 5 days	95%				100%	100%	100%	100%	100%
	% Signals Repaired Compared to Reported	95%	99%	100%	99%	99%	99%	99%	99%	99%
	% Signals Replaced Compared to Reported	95%	88%	100%	100%	100%	100%	100%	100%	98%
	% of Signal Bulb Outages Responded in ≤ 24 hrs	95%	100%	100%	100%	90%	100%	100%	92%	97%
	% of City Street Light Outages Responded in ≤ 5 days	95%	100%	100%	100%	100%	100%	100%	100%	100%
	% Sign Repaired/Replace to Reported	95%	94%	93%	100%	100%	100%	100%	91%	97%
	% Signs Repair/Replace Responded in ≤ 5 days	95%	99%	100%	99%	99%	98%	99%	100%	99%

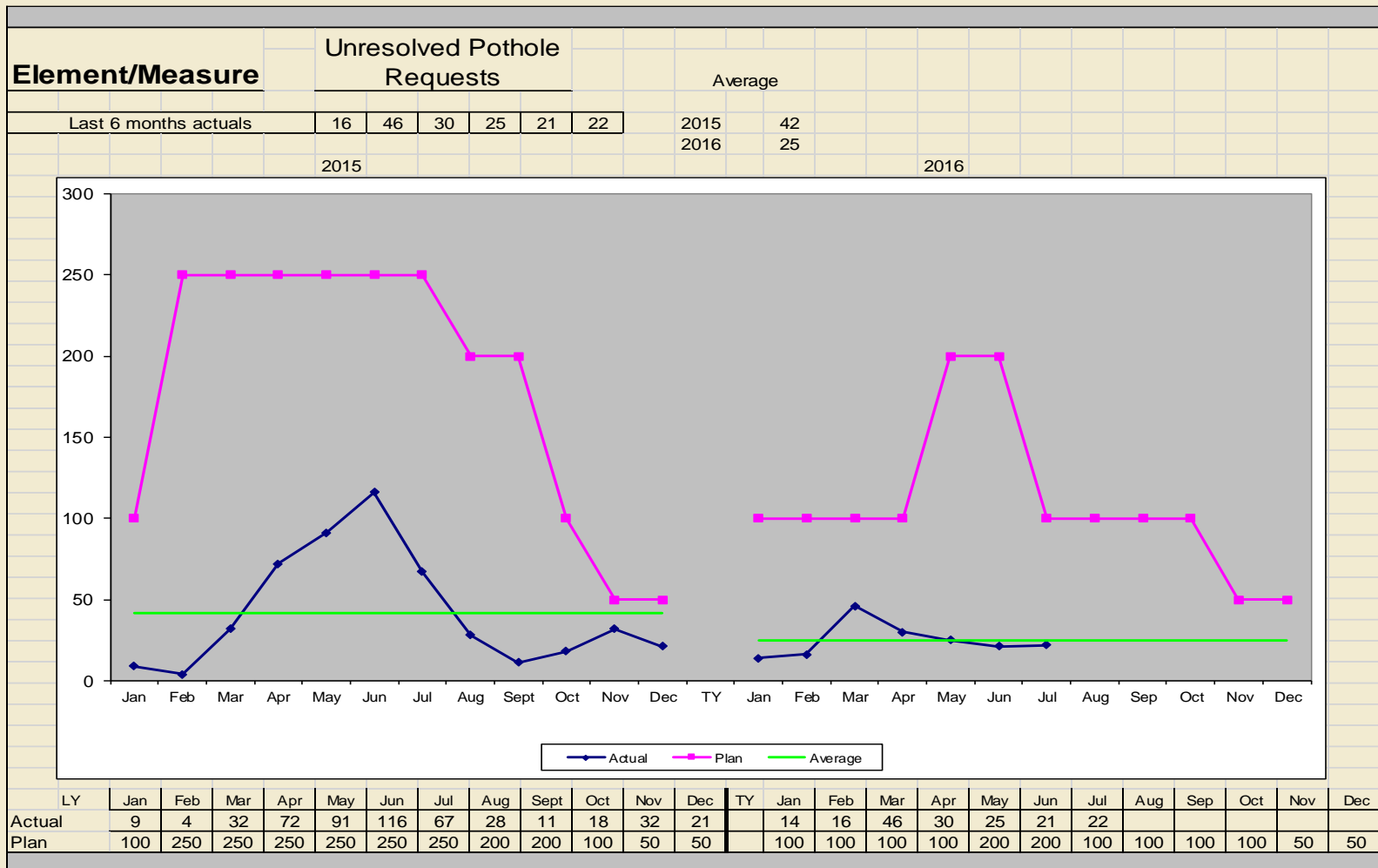
Street & Transportation

Pothole Requests



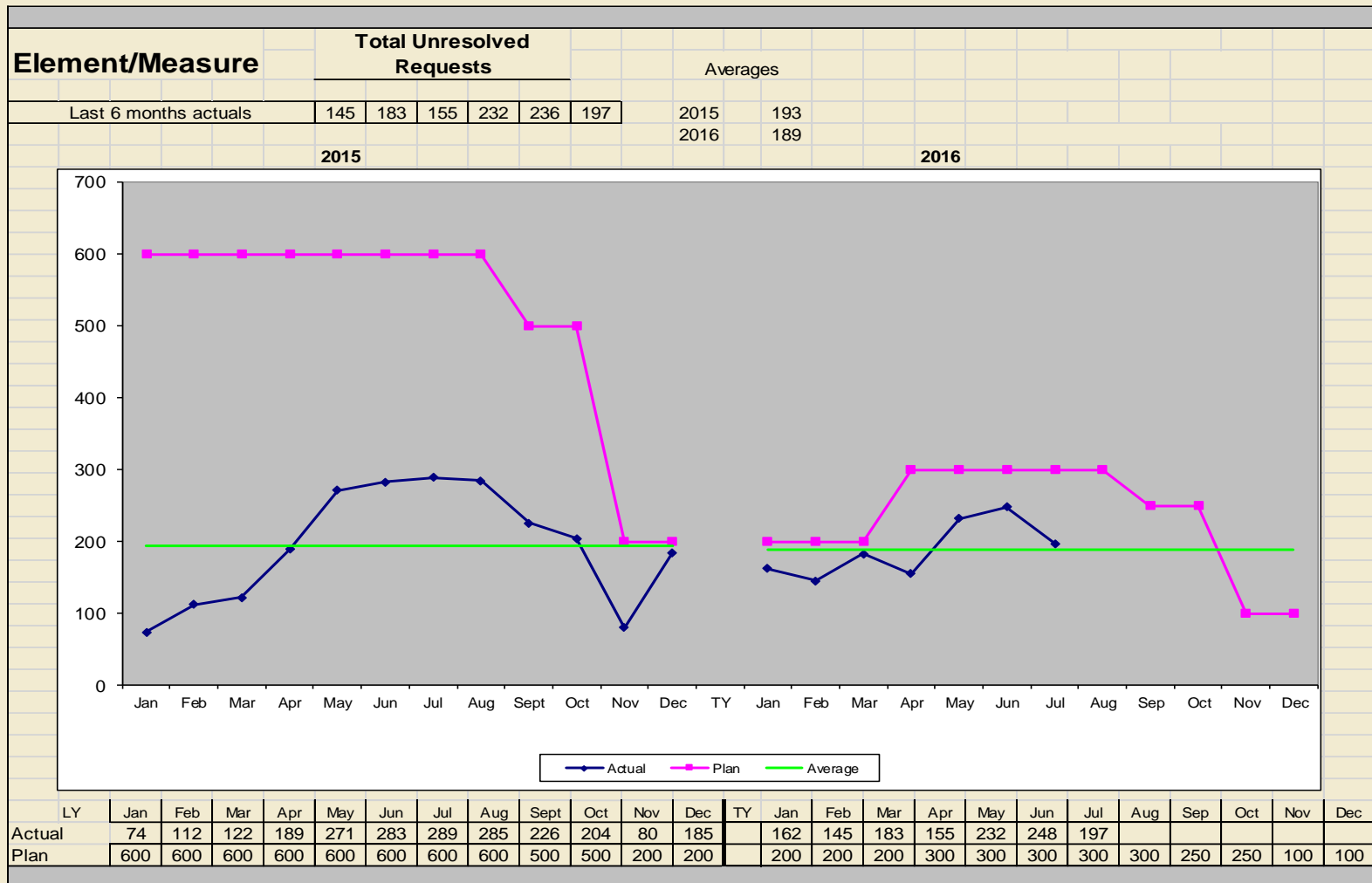
Street & Transportation

Unresolved Pothole Requests



Street & Transportation

Total Unresolved Requests



Street & Transportation

Special Projects Completed or Ongoing

- Installation of new municipal parking lot signs (Phase I) is completed.
- North Main wall facelift. Installed 900 plants that are both salt and drought tolerant.
- Drainage area silt removal – To date have removed 54 tons of debris.
- Roof repair at City Yards over PD vehicle processing area.
- Installing 5 AVL units on contracted street sweepers.

Street & Transportation

Accomplishments

- Pothole patching – metric average has met or exceeded all benchmarks during 2016. Monthly metric has had only one exception this year.
- City crews have removed 285 trees YTD. Savings of \$114,000 in contracted fees.
- Installed new clock at City Market pavilion to eliminate overtime previously required to power on and off vendor electric facilities.
- Working with CD to gain some efficiencies regarding Weeds / Right of Way Obstructions.

Street & Transportation

Areas for Improvement

- Sign Maintenance – Special projects and striping have precluded staff from focusing on other maintenance activities.
- Light Pole Replacement – Currently three knockdowns that need replacing. Waiting on delivery from manufacturer.
- Forestry Operations – Right of way vegetation encroachments have taken time away from prune and removal operations.

PARKING

PRESENTED BY:
Jeremy Carter – Traffic Engineer

Public Works - Parking

2016 2nd Quarter Revenue Review

Name	Description	Spaces	Permits	Trans	Permits	Ticketing	Adjust	Validation	Misc Rev	16 2nd Qtr Total
Church-South	Concourse	843	421	\$39,520	\$21,075	\$110	\$31,934	\$0	\$50	\$92,688
Wyman-South	Wyman & Elm Deck	319	240	\$14,995	\$34,802	\$270	-\$7,717	\$0	\$165	\$42,515
State-West	State & Main (Metro)	297	239	\$14,796	\$36,595	\$0	-\$8,526	\$0	\$60	\$42,925
Main-North	Pioneer Deck (Upper)	763	275	\$17,452	\$22,320	\$0	-\$7,909	\$0	\$375	\$32,237
State-East	Water Deck	96	21	\$0	\$7,987	\$820	\$0	\$0	\$0	\$8,807
Parking Lots		2083	314	\$0	\$19,760	\$26,656	\$655	\$0	\$0	\$47,071
On Street		3550	0	\$0	\$0	\$53,978	\$5,271	\$0	\$0	\$59,249
	Totals	7951	1556	\$86,762	\$142,538	\$81,834	\$13,708	\$0	\$650	\$325,492

Public Works - Parking

Revenue Review - Comparison

Name	Description	16 2nd Qtr Total	15 2nd Qtr Total	2016 Year to Date	2015 Total
Church-South	Concourse	\$92,688	\$77,252	\$205,773	\$284,815
Wyman-South	Wyman & Elm Deck	\$42,515	\$51,615	\$94,801	\$205,377
State-West	State & Main (Metro)	\$42,925	\$48,334	\$95,517	\$179,539
Main-North	Pioneer Deck (Upper)	\$32,237	\$33,768	\$69,401	\$115,500
State-East	Water Deck	\$8,807	\$1,109	\$14,349	\$15,025
Parking Lots		\$47,071	\$46,881	\$89,595	\$334,942
On Street		\$59,249	\$74,175	\$139,667	\$399,678
	Totals	\$325,492	\$333,134	\$709,102	\$1,534,876

Public Works - Parking

Ticketing Review

Citations by Group				
Month	ABM	Police	Snow	Total
Jan	1028	533	0	1561
Feb	1142	149	0	1291
Mar	1396	187	0	1583
Apr	1130	121	0	1251
May	1090	136	0	1226
June	1585	118	0	1703
Total	7371	1244	0	8615

Public Works - Parking

Ticketing Review

	2nd Quarter 2016		2016 YTD			2nd Quarter 2015		2015 Total	
Violation Types	Tickets	\$Amount	Tickets	\$Amount		Tickets	\$Amount	Tickets	\$Amount
Time Limits	2715	\$54,300	5112	\$101,790		1884	\$37,680	7075	\$141,500
Handicap Stall	46	\$11,500	146	\$36,500		47	\$11,750	224	\$56,000
Fire Lane	84	\$8,400	172	\$17,200		11	\$1,100	130	\$13,000
Others	1335	\$28,710	3185	\$67,730		1447	\$29,810	7904	\$224,870
Total	4180	\$102,910	8,615	\$223,220		3389	\$80,340	15333	\$435,370
Citations Paid	\$81,834		\$181,726			\$96,965		\$455,310	

SPECIAL EVENTS

PRESENTED BY:

Kelly Nokes – Deputy Operations Manager

Public Works - Special Events and Initiatives

City Sponsored Event Mid-2016 Financial Overview

Event	Year	Police	Barricades	PW	Total
Memorial Day Parade	2013	\$3,209.92	\$4,995.70		\$8,205.62
	2014	\$4,717.03	\$4,882.30		\$9,599.33
	2015	\$3,839.00	\$4,123.44		\$7,962.44
	2016	\$3,516.89	\$5,208.60		\$8,725.49
			4 year total		\$34,492.88
July 4th Parade and Fireworks	2013	\$59,004.04	\$19,206.00	\$0.00	\$78,210.04
	2014	\$57,795.92	\$15,578.10	\$0.00	\$73,374.02
	2015	\$52,143.75	\$14,876.00	\$0.00	\$67,019.75
	2016	\$57,276.51	\$7,840.65	\$14,179.00	\$79,296.16
			4 year total		\$297,899.97

Public Works - Special Events and Initiatives

2016 Mid Year Accomplishments

- Reviewed 68 Event applications and issued 64 Event Permits
- Collected \$12,866.00 in fees for special events as of August 1, 2016
- Permitted 22 Block Parties (Public Works Street Division supplied Barricades)
- Implemented an improved process with City Staff and Aldermen to enhance the Special Event Application and Approval process as well as completed two training sessions for community event organizers.
- Partnered with RACVB and Rockford Sharefest for 3rd year in Forest City Beautiful Agreement.
- Provided guidance to Rockford Community Partners to complete and receive a \$24,000.00 grant award for beautification of the Midtown District with planters.
- 2nd year of temporary striping and decorative planters to activate pedestrian use on the State Street bridge.

Public Works - Special Events and Initiatives

2016 Goals

- Enforce permitting deadlines for special events (only 3 late fees have been charged to date)
- Fall Banner cycle will have new materials to mitigate premature failures of banners
- Continue to coordinate efficiently and effectively, internally and externally, with our partners to ensure a safe, welcoming destination for citizens to enjoy.



Excellence Everywhere



Community and Economic Development

PRESENTED BY:

Todd Cagnoni – Director

Mark Williams – Economic Development Manager

- **Code Enforcement Improvement**
- **Neighborhood and Housing Improvement**
- **Commercial Corridors**
- **Global Trade Park - Land Use & Marketing Plan**
- **Central Planning Area**

Community & Economic Development Department
Key Strategic Initiatives
2016

Construction & Development Services

PRESENTED BY:

Todd Cagnoni – Director, Community and Economic
Development Department

CEDD - Construction & Development Services

Fast Track Demolition Status

- Fast track demolition program underway.
- 100 properties approved through City Council. All 7 demolition groups have had notices posted for demolition.
- Of the 100 properties, we have 26 objections at this time.
- Of the remaining 74 properties, 6 properties have come down as a result of emergency demolition action.
- Bids awarded for demo work on groups 1 through 5
- Average demolition cost at this point is \$8,664
- Looking at strategic focus areas for possible demolition in 2017 to aid in corridor redevelopment and growth
- Ranking additional properties to include with RCI demo program

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CEDD - Construction & Development Services

Planning Scorecard – April Thru June

	Current Trends									Performance Measurement			
	2015 TOTAL	2015 AVG	Apr	May	Jun	2015 YTD	2016 YTD	2016 AVG	% Change vs. 2015	Goal 95%	Apr	May	Jun
Sign Permits	370	31	35	24	38	165	222	19	35%	7 Days	98%	92%	85%
Temp Signs	64	5	8	5	6	26	24	2	-8%	2 Days	88%	100%	100%
Fence	370	31	52	62	44	188	202	17	7%	3 Days	98%	94%	100%
Driveway	305	25	34	30	64	106	141	12	33%	1 Day	97%	100%	96%
Dumpster	88	7	10	14	8	58	56	5	-3%	3 Days	100%	100%	100%
Parking Lot	87	7	6	20	16	23	44	4	91%	5 Days	67%	100%	88%
Zoning Conf.	217	18	11	48	23	138	118	10	-14%	5 Days	100%	100%	100%
Comm Plans	255	21	20	12	18	123	89	7	-28%	14 Days	100%	100%	100%
Home Occ	4	0				3	0	0	-100%	5 Days			
Tent. Plats	0	0				0	0	0		-	-	-	-
Final Plats	4	0				3	0	0		-	-	-	-
ZBA Items	50	4	2	5	0	25	20	2	-20%	-	-	-	-
LAB Items	36	3	1	4	2	24	12	1	-50%	-	-	-	-
# Annex	0	0					0	0		-	-	-	-

CEDD - Construction & Development Services

Building Scorecard 1 of 2 – April Thru June

	Current Permit Trends	Current Trends								Performance Measurement			
	2015 TOTAL	2015AVG	Apr	May	Jun	2015 YTD	2016 YTD	2016 AVG	% Change vs. Jan 2015	Goal 95%	Apr	May	Jun
New 1&2 Fam	20	2	8	0	4	10	15	1	50%	3 Days	13%	0%	
1+2 Acc. Det.	41.02	3	4	8	5	9	36	3	299%	2 Days	50%	88%	80%
1/2 Add/Alt	406	34	38	57	71	192	232	19	21%	2 Days	98%	95%	91%
Comm/MF Plans	260	22	11	9	11	126	77	6	-39%	14 Days	91%	89%	55%
Plum/Mech Plans	139	12	4	6	2	67	45	4	-33%	14 Days	75%	100%	50%
Elec Plans	213	18	8	10	6	112	71	6	-37%	14 Days	63%	90%	17%
Counter Permits	22	2	3	4	4	12	11	1	-8%	1 Day	67%	100%	75%
Demolition Permits	155	13	14	6	10	62	82	7	32%	2 Days	93%	100%	80%
Plumbing Permits	1212	101	103	172	118	542	684	57	26%	-			
Stand Alone Plum	890	74	60	70	94	377	425	35	13%	1 Day	97%	93%	91%
Mechanical Permits	1463	122	79	161	138	687	641	53	-7%	-			
Stand Alone Mech	1073	89	53	74	102	530	432	36	-18%	1 Day	95%	94%	93%

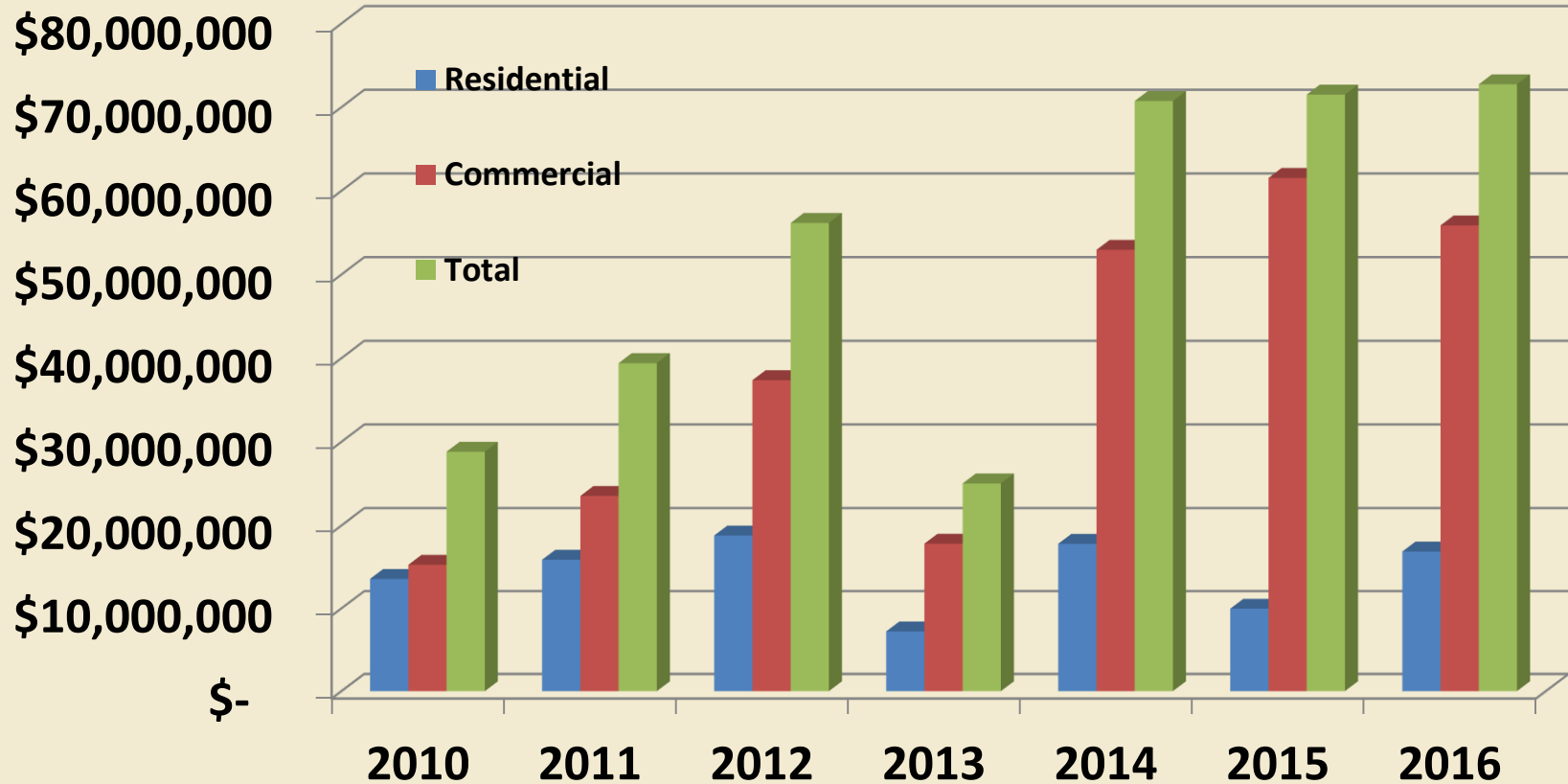
CEDD - Construction & Development Services

Building Scorecard 2 of 2 – April Thru June

	Current Permit Trends	Current Trends								Performance Measurement			
	2015 TOTAL	2015AVG	Apr	May	Jun	2015 YTD	2016 YTD	2016 AVG	% Change vs. 2015	Goal 95%	Apr	May	Jun
Electrical Permits	777	65	57	82	62	394	385	32	-2%	-	-	-	-
Stand Alone Elec	332	28	26	35	27	180	158	13	-12%	1 Day	93%	95%	93%
# Roofing Permits	1500	125	143	149	151	747	601	50	-20%	1 Day	99%	99%	99%
# Siding Permits	186	16	15	23	17	98	84	7	-14%	1 Day	100%	100%	100%
Struct Insp Reported	3250	271	214	312	300	1591	1688	141	6%	-			
Struct Inspections	2686	224	263	289	279	1236	1455	121	18%	1 Day	97%	99%	98%
Plum Insp Reported	2208	184	49	221	185	1139	1032	86	-9%	-			
Plumbing Inspections	1711	143	88	165	172	835	851	71	2%	1 Day	100%	100%	100%
# Mech Insp Reported	2205	184	113	170	166	1137	916	76	-19%	-			
# Mechanical Insp	806	67	30	25	43	470	237	20	-50%	1 Day	100%	100%	96%
Elec Insp Reported	1909	159	118	155	174	942	941	78	0%	-			
# Electrical Inspections	1390	116	102	121	141	671	674	56	0%	1 Day	100%	100%	100%
# FOIA Requests	495	41	39	62	54	236	256	21	8%	On Time	100%	100%	99%
% of Permits Online	16%	16%	19%	13%	23%	19%		20%	105%	-			

CEDD - Construction & Development Services

Construction Valuation Thru June

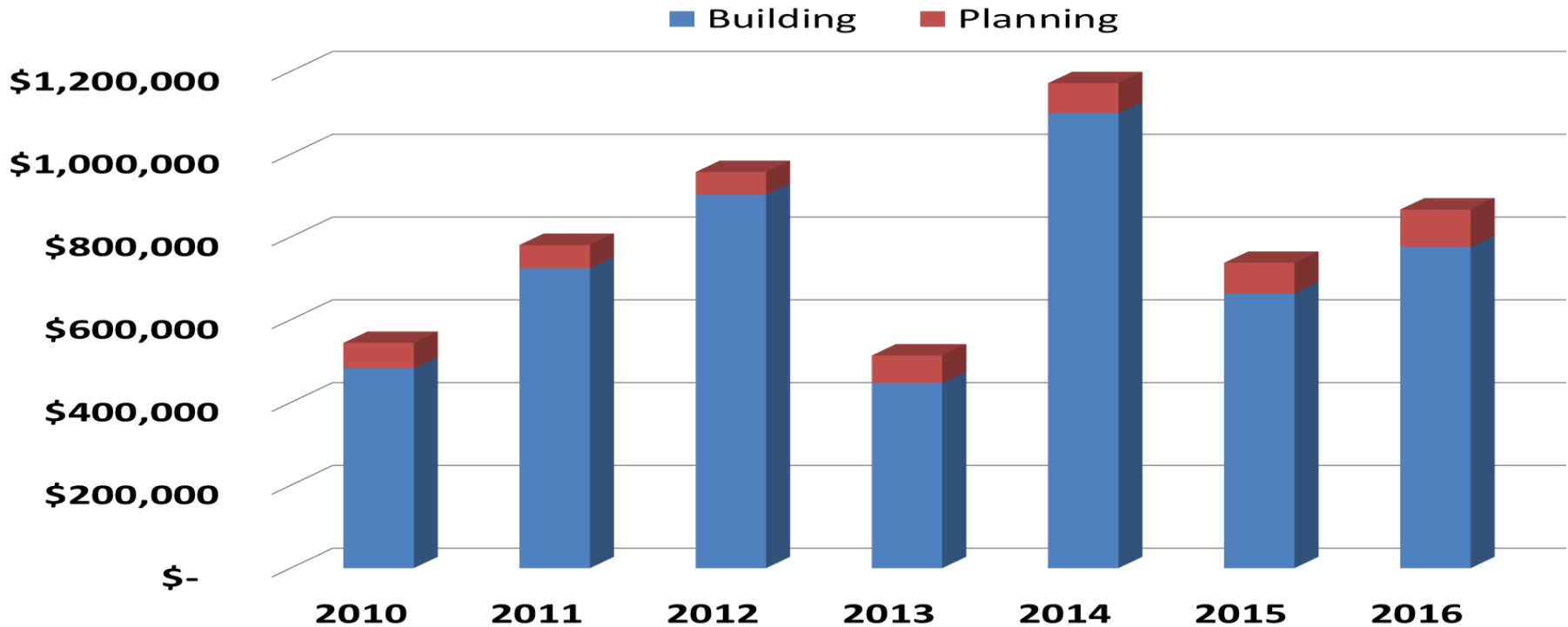


Construction Valuation 2010 - 2016

	2010	2011	2012	2013	2014	2015	2016	% Change
Residential	\$ 13,556,813	\$ 15,873,741	\$ 18,796,589	\$ 7,214,534	\$ 17,792,162	\$ 9,959,772	\$ 16,863,587	69.32%
Commercial	\$ 15,262,218	\$ 23,530,576	\$ 37,365,413	\$ 17,809,353	\$ 52,944,597	\$ 61,543,118	\$ 55,867,364	-9.22%
Total	\$ 28,819,031	\$ 39,404,317	\$ 56,162,002	\$ 25,023,887	\$ 70,736,759	\$ 71,502,890	\$ 72,732,967	1.72%

CEDD - Construction & Development Services

Revenue Thru June

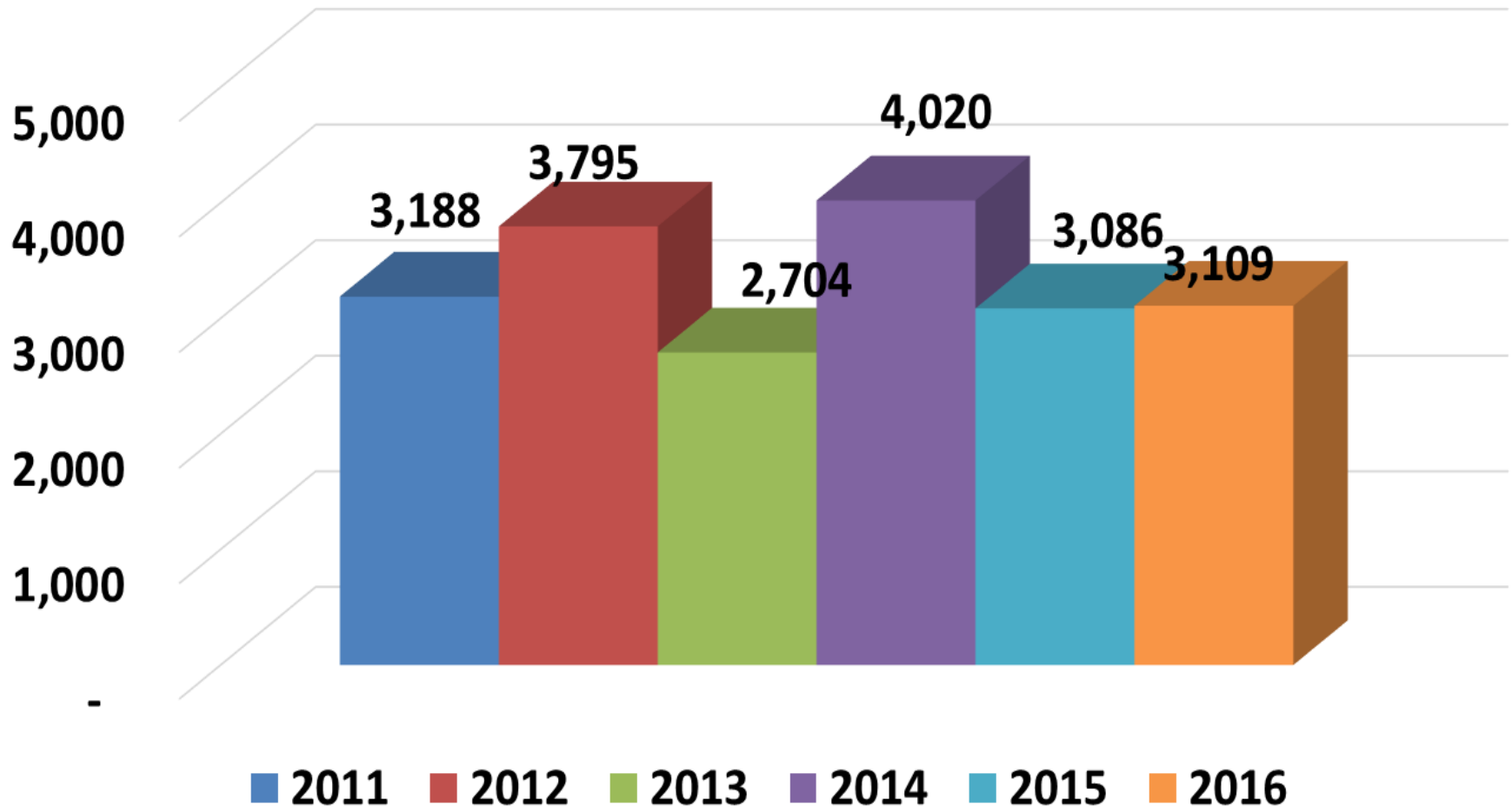


TOTAL PERMIT FEES (Revenue) Thru June 2016

	2010	2011	2012	2013	2014	2015	2016	% CHANGE
Building	\$ 483,028	\$ 724,489	\$ 902,382	\$ 447,361	\$ 1,099,812	\$ 664,690	\$ 775,969	16.74%
Planning	\$ 61,206	\$ 56,415	\$ 54,651	\$ 66,492	\$ 71,784	\$ 72,861	\$ 90,462	24.16%
Total	\$ 544,234	\$ 780,904	\$ 957,033	\$ 513,853	\$ 1,171,596	\$ 737,552	\$ 868,447	17.75%

CEDD - Construction & Development Services

Total Permits Thru June



CEDD - Construction & Development Services

Achievements

- Promotion of Nelson Sjostrom from Building Inspector to Building Inspection Administrator
- Promotion of Rudy Moreno from Neighborhood Enforcement Specialist to Planner/Building Plans Examiner
- Provided training opportunities for new Planner/Building Plans Examiner related to plan review duties
- Completed demolition specification updates for 2016 Fast Track Demolition program
- Participated in National Night Out
- Jackson Oaks Neighborhood Sweep, focusing on Revell Ave area.
- Continue to facilitate BUSINESS First meetings and help guide applicants

CEDD - Construction & Development Services

Areas of Improvement

- Complete reporting automation from Hansen for Property Standards cases
- Hire and train staff for vacant positions (CD Clerk, Neighborhood Enforcement Specialist and Building Inspector)
- Improve training opportunities for CDS staff related to job efficiencies and cross training
- Hand off added responsibilities to newly promoted staff.
- Develop process and implement unified plan review between departments and notify agencies.
- Develop better awareness of BUSINESS First group and meeting opportunities
- Have the Building Official use a calendar to cross check Rockstat presentation dates and not schedule vacation at that time.

Economic Development Division

PRESENTED BY:

Mark Williams - Economic Development Manager

CEDD - Economic Development

2nd Quarter 2016 Scorecard

Economic Development 2016 Annual Performance		2016 Annual Target	1st Quarter		2nd Quarter		Year to Date	
			Goal	Actual	Goal	Actual	Goal	Actual
Commercial New & Retained Projects	Total	15	4	5	4	4	8	9
Industrial New & Retained Projects	Total	12	3	5	3	3	6	8
New & Retained Jobs	Total	400	100	377	100	229	200	606
Total Investment								
	Private Investment	\$30,000,000	\$496,593,981		\$21,898,626		\$518,492,607	
	Public Investment		\$2,815,802		\$472,667		\$3,288,469	
	Public/Private Percent		0.57%		2.16%		0.63%	

CEDD - Economic Development

2nd Quarter 2016 Program Dashboard

		Stage 1 Initial Communitication	Stage 2 Solution Development	Stage 3 Client Evaluation	Stage 4 Negotiation	Stage 5 Commitment to Proceed	Win/Loss
Attraction	Project Level	6	4	10	1	0	4
	# New	3 New →	2 New →	8 New →	0	0	2
Expansion	Project Level	1	8	1	2	1	5
	# New	1 New →	6 New →	1 New →	1 New →	1 New →	3
Retention	Project Level	0	3	0	1	0	2
	# New	0	3 New →	0	0	0	1
Startup	Project Level	1	0	0	1	1	0
	# New	1 New →	0	0	1 New →	1 New →	0
Property Redevelop	Project Level	1	2	0	1	3	6
	# New	1 New →	0	0	1 New →	0	1
Property Develop	Project Level	0	2	1	0	0	0
	# New	0	0	0	0	0	0

CEDD - Economic Development

2nd Quarter Enterprise Zone / River Edge Applications & Fees

2016 Sales Tax Exemption Statistics

	Rockford EZ 1				Rockford I-90 EZ				River Edge			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Applications Received	7	31	4	0	1	0	0	0	4	43	3	0
Applications Cancelled	0	1	0	0	0	0	0	0	1	0	0	0
Applications Complete	6	21	4	0	1	0	0	0	2	20	3	0
Applications Pending	1	0	0	0	0	0	0	0	1	0	0	0
Certificates Issued	4	32	4	0	1	0	0	0	3	43	3	0
Jobs Created	0	234	2	0	3	0	0	0	40	168	0	0
Jobs Retained	5	419	0	0	0	0	0	0	20	0	0	0
Fees Received	\$ 647	\$ 9,665	\$ 927	\$ -	\$ 278	\$ -	\$ -	\$ -	\$ 4,673	\$ -	\$ 2,430	\$ -
Total Building Material Cost	\$ 356,592	\$ 108,436	\$ -	\$ -	\$ 55,637	\$ -	\$ -	\$ -	\$ 995,521	\$ 740,560	\$ -	\$ -
Estimated Exemption	\$ 29,419	\$ 8,946	\$ -	\$ -	\$ 4,590	\$ -	\$ -	\$ -	\$ 82,130	\$ 61,096	\$ -	\$ -

CEDD - Economic Development

2nd Quarter 2016 Achievements

Notable Business Projects

- Rail Construction Equipment (RCE) Retention-Expansion
- Valencia on Fisher Ave Development Agreement
- Essex on North Main TIF Feasibility Study Underway
- Cliffbreakers HUD Section 108 Loan Approved
- 1-90 EZ Boundary Amendment Application for Mercy
- Speedy Delivery New Facility

Planning Subarea

Southeast

Northwest

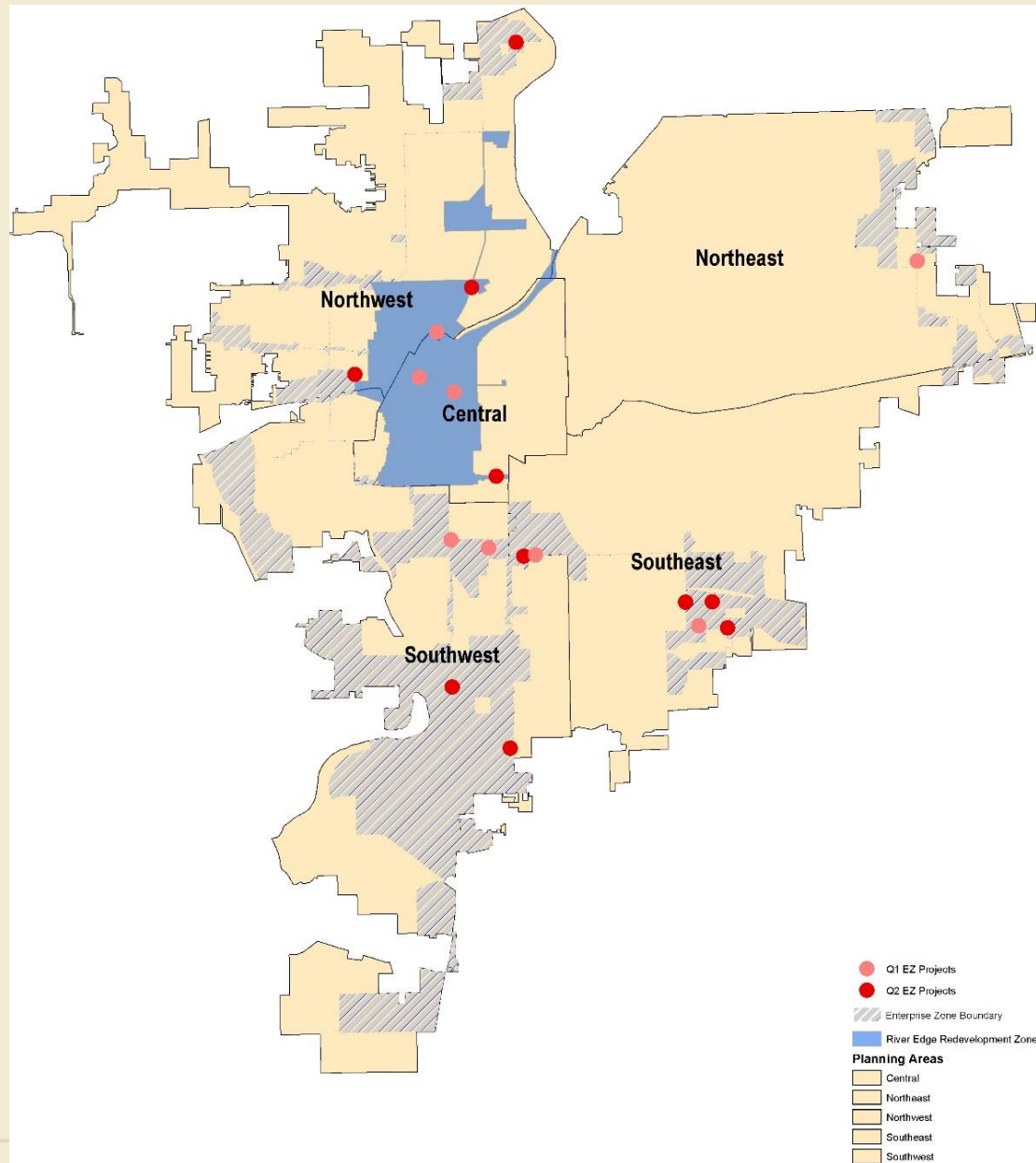
Northwest

Northwest

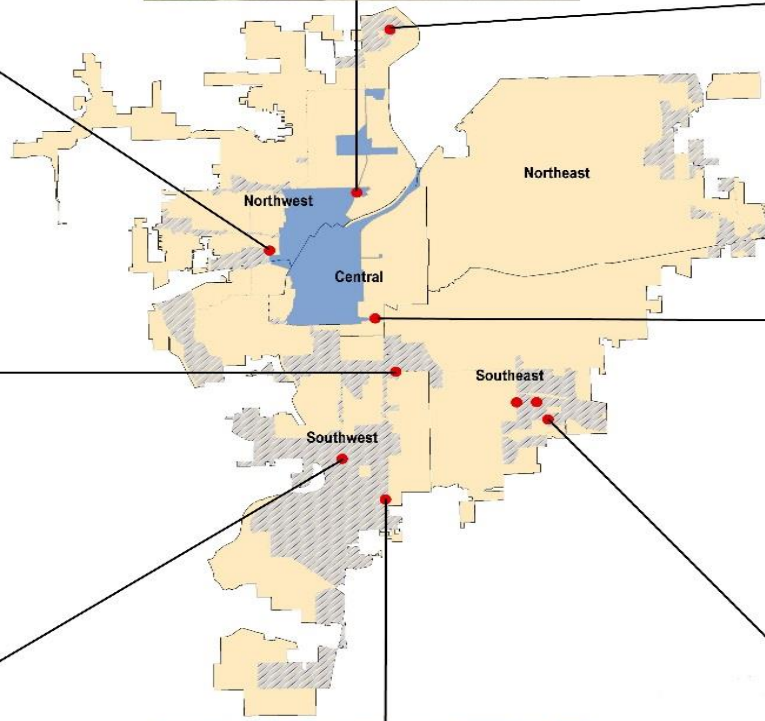
Northeast

Southeast

Q1 and Q2 River Edge Redevelopment Zone and Enterprise Zone Projects



2nd Quarter River Edge Redevelopment Zone and Enterprise Zone Projects



CEDD – Economic Development

Areas of Improvement

- Continue to coordinate with RAEDC to improve lead generation and tracking system
- Advance Qualified Sites Program with RAEDC
- Complete buildings and sites inventory
- Complete Boundary Expansion I-90 Enterprise Zone
- Hold marketing and information workshops on Enterprise Zone and River Edge incentives
- Identify and market projects for New Market Tax Credits
- Develop strategy to assess state of readiness of infill industrial sites
- Implementation of Global Trade Park marketing strategy
- Develop and implement corridor improvement strategies

Rockford Police Department

PRESENTED BY:

Carla Redd – Assistant Deputy Chief

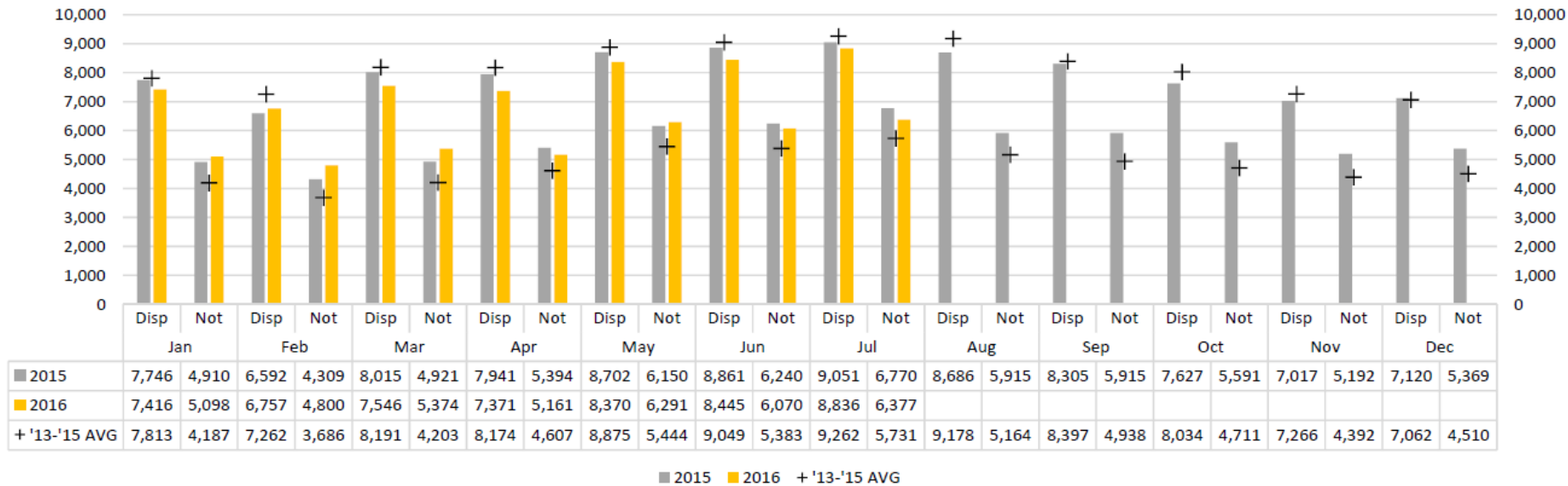
- **Reduce Violent Crime by 5%**
- **Reduce Property Crime by 6%**
- **Complete Construction and Deploy into District II Station**
- **Implement Focused Deterrence Model**
- **Implement Lethality Assessment Protocol**
- **Complete Build and Deploy InTime Scheduling System**
- **Deploy Irving Avenue Strong House in Partnership with United Way**
- **Reach Authorized Strength of 290**
- **Secure New Vendor for RAVEN Case Management**
- **Expand Use of Business Intelligence Software**

**Rockford Police Department
Key Strategic Initiatives
2016**

Rockford Police Department

All Calls for Service

All Calls for Service - Dispatched or Non-Dispatched Calls

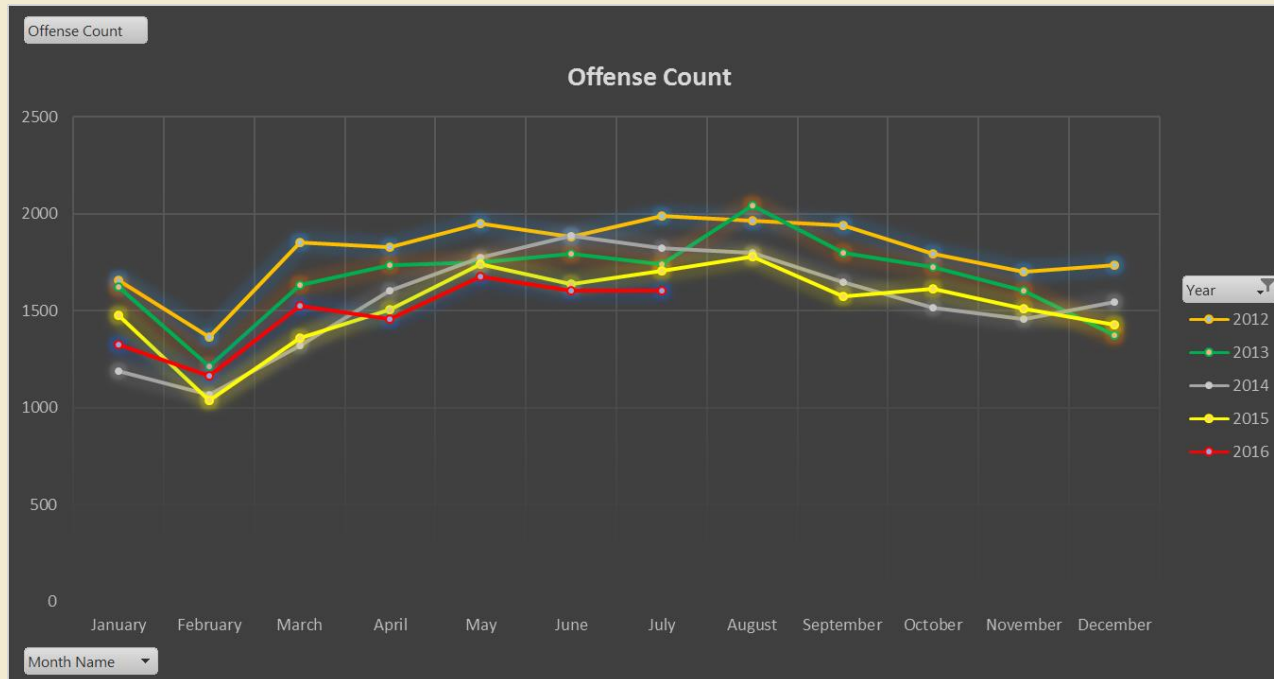


Calls for Service	2013 Total	2014 Total	2015 Total	% Change 14-15	2015 YTD	2016 YTD	% Change	% of LY Total
Dispatched Calls for Service	101,649	99,909	95,663	-4.25%	56,803	54,628	-3.83%	57.10%
All Calls for Service	153,645	149,922	162,339	8.28%	94,602	92,886	-1.81%	57.22%

Rockford Police Department

Business Intelligence Dashboard

Group A Offenses

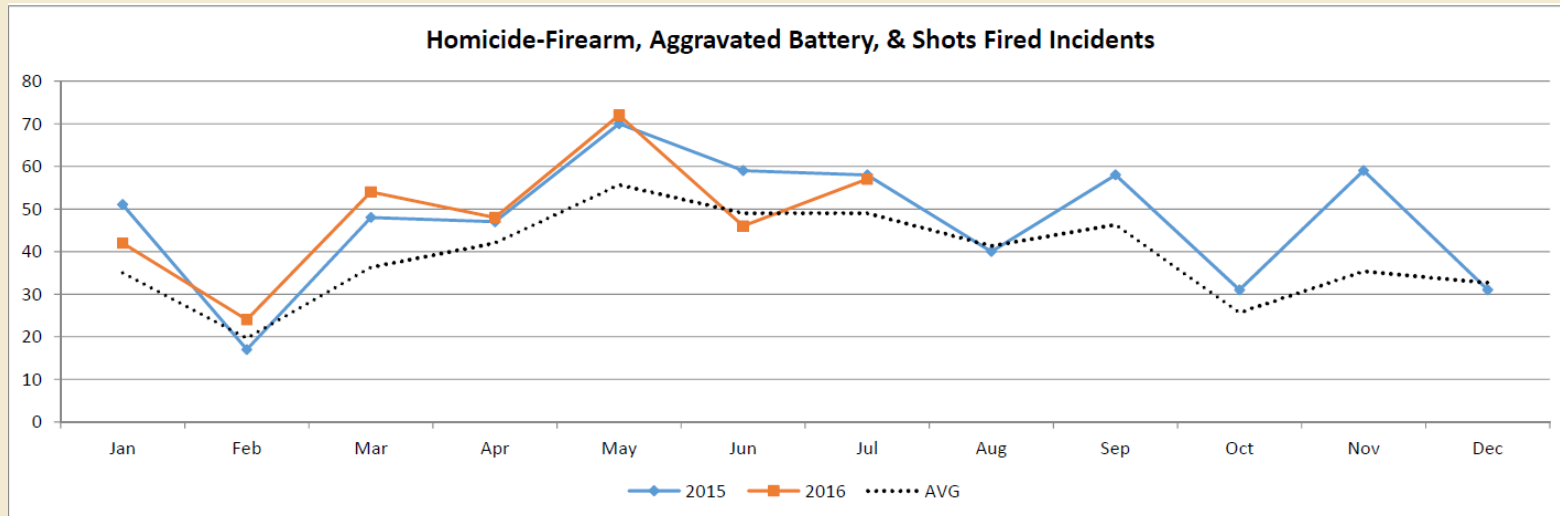


Offense Count														Column Labels
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total	
2012	1656	1363	1852	1828	1950	1882	1987	1964	1939	1793	1700	1738	21652	
2013	1625	1213	1635	1738	1750	1795	1739	2041	1797	1725	1606	1375	20039	
2014	1191	1066	1321	1603	1773	1886	1821	1797	1650	1515	1456	1546	18625	
2015	1479	1039	1362	1505	1739	1638	1707	1780	1573	1614	1511	1426	18373	
2016	1327	1165	1524	1455	1679	1605	1604						10359	
Grand Total	7278	5846	7694	8129	8891	8806	8858	7582	6959	6647	6273	6085	89048	

**10 Year Low
For May, June & July**

Rockford Police Department

Homicide-Firearm, Aggravated Battery, & Shots Fired Incidents



Agg. Battery/Shots Fired Incidents

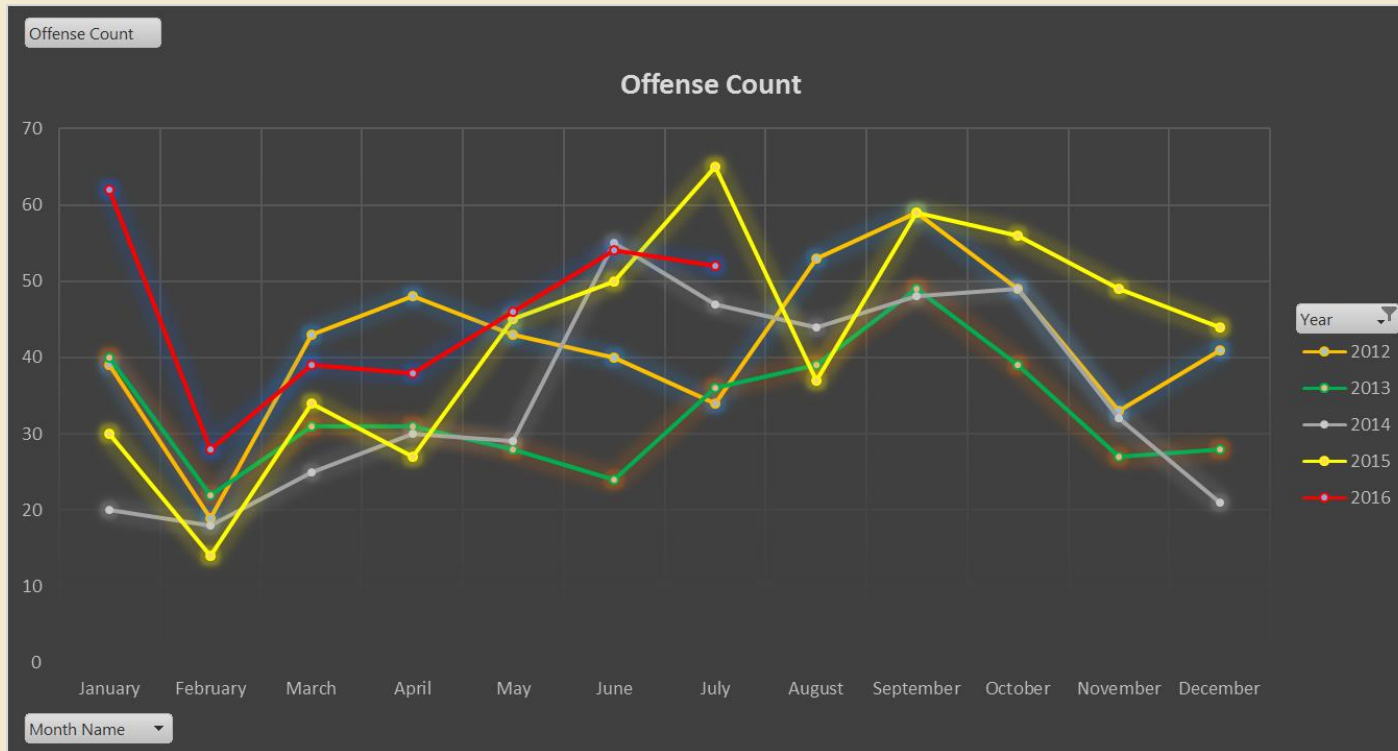
Year	Jan	Feb	Mar	Apr	May	Jun	Jul
2013	32	26	36	58	48	46	36
2014	22	16	25	21	49	42	53
2015	51	17	48	46	70	59	58
2016	42	24	54	48	72	46	57
13-'15 Avg	35	20	36	42	56	49	49

Count of Victims Struck by Gunfire

Year	Jan	Feb	Mar	Apr	May	Jun	Jul
2013	5	8	10	11	8	10	19
2014	4	7	7	6	17	16	16
2015	23	2	11	7	23	11	23
2016	11	6	22	12	25	12	18
13-'15 Avg	11	6	9	8	16	12	19

Rockford Police Department

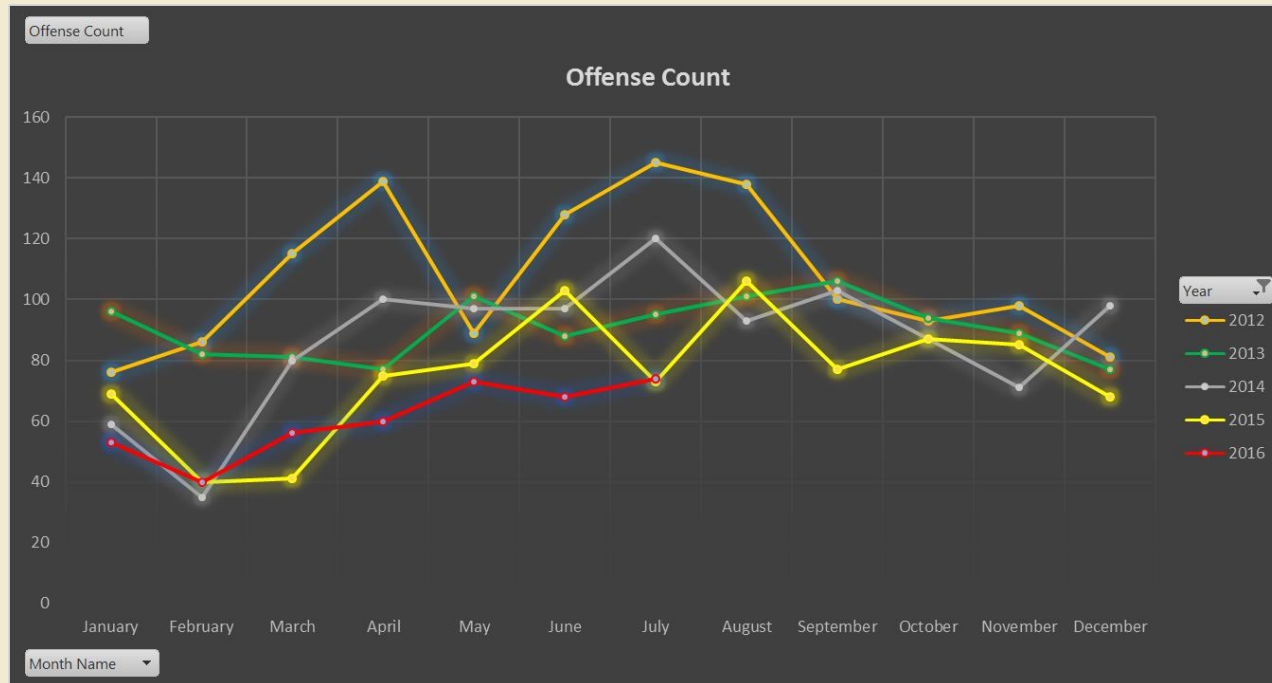
Robbery Incidents



Offense Count	Column Labels													
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total	
2012	39	19	43	48	43	40	34	53	59	49	33	41	501	
2013	40	22	31	31	28	24	36	39	49	39	27	28	394	
2014	20	18	25	30	29	55	47	44	48	49	32	21	418	
2015	30	14	34	27	45	50	65	37	59	56	49	44	510	
2016	62	28	39	38	46	54	52						319	
Grand Total	191	101	172	174	191	223	234	173	215	193	141	134	2142	

Rockford Police Department

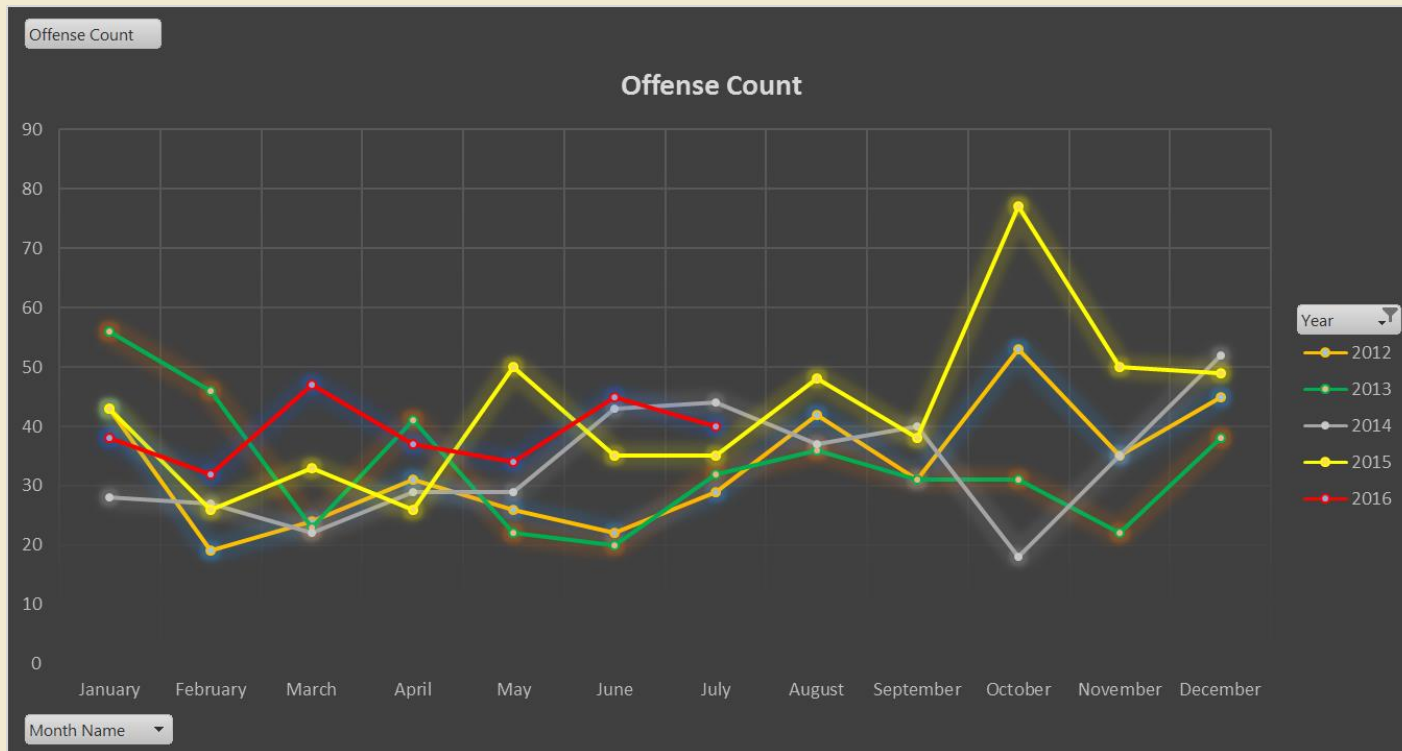
Burglary & Theft From Motor Vehicle



Offense Count	Column Labels												
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2012	76	86	115	139	89	128	145	138	100	93	98	81	1288
2013	96	82	81	77	101	88	95	101	106	94	89	77	1087
2014	59	35	80	100	97	97	120	93	103	87	71	98	1040
2015	69	40	41	75	79	103	73	106	77	87	85	68	903
2016	53	40	56	60	73	68	74						424
Grand Total	353	283	373	451	439	484	507	438	386	361	343	324	4742

Rockford Police Department

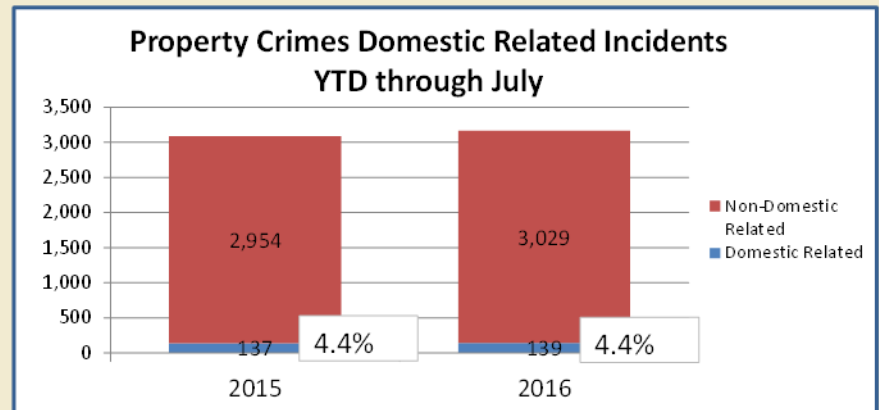
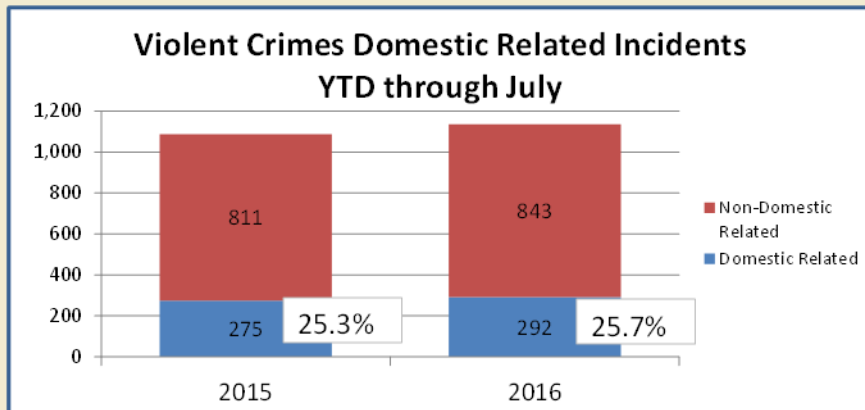
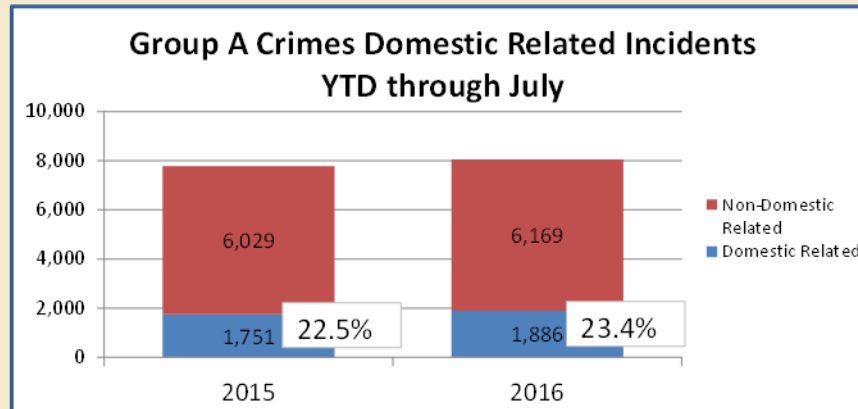
Auto Theft Incidents



Offense Count													
Column Labels													
Row Labels	January	February	March	April	May	June	July	August	September	October	November	December	Grand Total
2012	43	19	24	31	26	22	29	42	31	53	35	45	400
2013	56	46	23	41	22	20	32	36	31	31	22	38	398
2014	28	27	22	29	29	43	44	37	40	18	35	52	404
2015	43	26	33	26	50	35	35	48	38	77	50	49	510
2016	38	32	47	37	34	45	40						273
Grand Total	208	150	149	164	161	165	180	163	140	179	142	184	1985

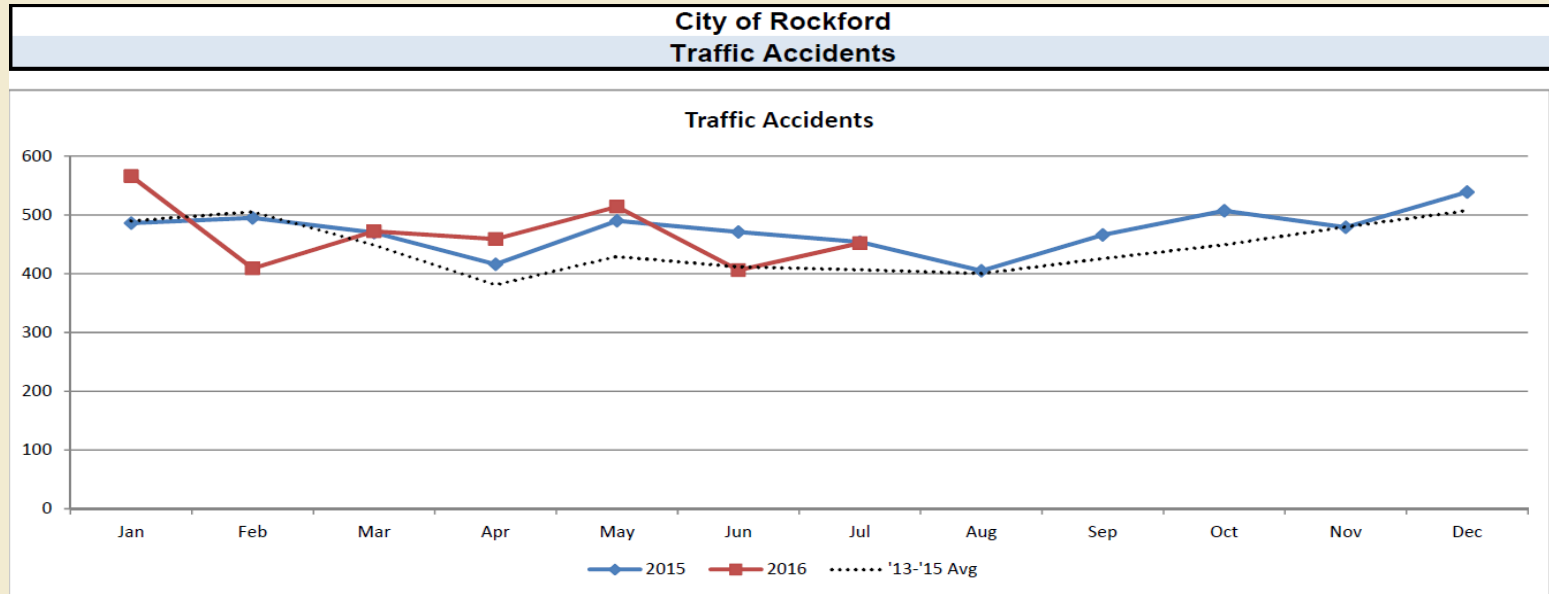
Rockford Police Department

% of Incidents that were Domestic Related



Rockford Police Department

Traffic



Count of Traffic Accidents by Month												
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2013	412	496	423	367	420	371	363	391	376	422	483	594
2014	571	525	453	360	378	393	403	405	435	419	477	389
2015	486	495	470	416	490	471	454	405	466	507	479	539
2016	566	409	472	459	514	406	452					
'13-'15 Avg	490	505	449	381	429	412	407	400	426	449	480	507

Accident Type	2013 Total	2014 Total	2015 Total	% Change 13-14	2015 YTD	2016 YTD	% Change	% of LY Total
Fatal Accidents	27	10	13	30.00%	6	13	116.67%	100.00%
Fatalities	30	10	14	40.00%	6	13	116.67%	92.86%
Injury or Tow	1501	1959	2012	2.71%	1147	1236	7.76%	61.43%
Non-Injury	3590	3239	3655	12.84%	2131	2029	-4.79%	55.51%
Total	5,118	5,208	5,680	9.06%	3,284	3,278	-0.18%	57.71%

Rockford Police Department

Accomplishments

- Promoted John Pozzi and Michael Spelman to Lieutenant
- Promoted David Nicosia to Sergeant
- Promoted Michael Battaglia, William Donato, Brian Strawser, Scott St. Vincent, Nathan Kohanyi and Stacy Beaman to Investigator
- Awards given for Exceptional Service, Life Saving Medal, and Letter of Commendation
- Moved to full radio encryption
- Illinois Speed Awareness Day
- Healthy cooking classes – Irving Ave Strong House
- K-9 Unit received \$500 donation from Ryan Jury Child Developmental Learning Center
- Special Olympics Fundraiser at Texas Roadhouse
- Temple Baptist Cultural Conversation
- Community Conversation at Ellis Elementary School
- GiGi's Playhouse Fundraiser with Explorers

Rockford Police Department

Accomplishments

- Explorer Post 911 Picnic
- Community Home Plate Compact Softball Game
- Induction of new Fire and Police Chaplain
- Fire and Police Chaplains hosted an Overnight Vigil for Dallas Police Shooting Victims
- Revell Avenue Strong Neighborhood Days block party
- Community Conversation with Next Rockford
- Book Club at Strong Neighborhood House
- 4th of July Parade – Huge Success
- Expanded deployment of Less Lethal Shotguns
- Lt. Oswald Retirement
- RPD Interns hosted Party in the Park – Cookout at Fairgrounds Park
- Breakfast with Seniors
- Strong Neighborhood Days at East Lawn and Creekview

USE OF FORCE

PRESENTED BY:
Daniel Watton – Lieutenant



Rockford Police Department

Office of Professional Standards



Primary Functions

- Investigate formal internal and external complaints
- Manage IAPro / Blue Team
- Manage Early Intervention System
- Conduct Administrative Reviews
- Process all FOIA requests and subpoenas regarding OPS files



Rockford Police Department

Internal and External Complaints



A valid complaint is:

- An allegation from any source about a specific act or omission, which if proven true would amount to employee misconduct, or
- An expression of dissatisfaction from an external source with a policy, procedure, practice, philosophy, service level or legal standard of an agency.
- We take complaints from anyone.



Rockford Police Department

External Complaint Process

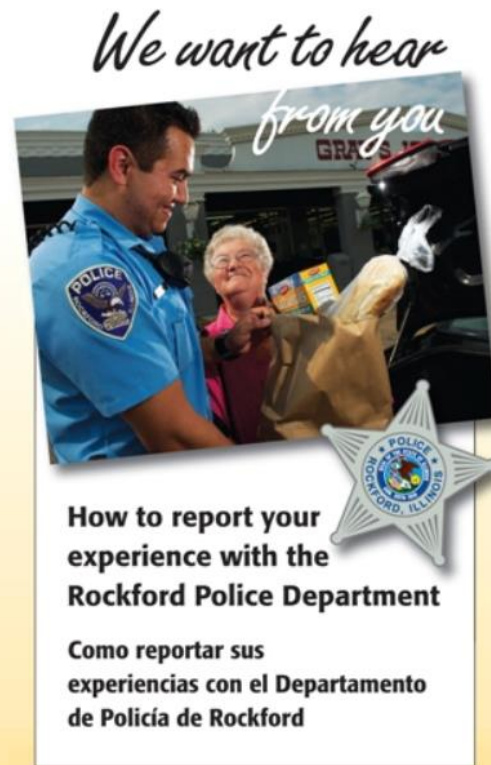


Receiving the complaint

- In person
- By telephone
- By letter
- By web complaint form
- Anonymous

Investigating the complaint

- Informal Inquires
- Formal Complaints
- Community Mediation



Click [Here](#) for complaint form

Click [Here](#) for compliment form



Rockford Police Department

COMMUNITY MEDIATION PROGRAM

MEDIATION is a **voluntary** process where a trained mediator, who is not an employee of the City of Rockford, acts as an **impartial** third party to facilitate a **mutually agreed upon** and **non-adversarial** meeting between a citizen and an employee of the Rockford Police Department to resolve disputes with respectful, tolerant negotiation and constructive communication.

Goals of the Program

- ♦ Increase the satisfaction of community and Department members in the resolution of the public's complaints
- ♦ Foster understanding and open communication between parties in a neutral setting
- ♦ Promote effective police and community partnerships



Frequently Asked Questions

Who is involved?

A trained and impartial mediator, employees of the Rockford Police Department and community members.

What kinds of issues are mediated

Complaints dealing with procedure, service, courtesy and tactics may be considered.

Who will serve as the mediator

Mediators are neutral third parties who have been trained to help resolve disputes.

When and where will mediations be held?

Mediations will be held in a neutral location at a time that is convenient for all parties.

How do you use the program?

- Step 1: A citizen can go to the Rockford Police Department's Office of Professional Standards (OPS), call 815-987-5839 or email mediation@rockfordil.gov to file a complaint. Once the complaint is determined to be eligible for mediation, the Dispute Resolution Service (DRS) will contact the complainant and OPS will contact the department employee to determine if both are willing to participate.
- Step 2: The Mediation will be scheduled during a time convenient for the complainant and will take place at a neutral location away from the police department.
- Step 3: If the citizen's complaint is successfully mediated, the complainant will agree to authorize OPS to "officially" withdraw the complaint.
- Step 4: If a mediation is unsuccessful, or during the course of the mediation either party requests a formal investigation, the case will be returned to OPS for investigation.





Rockford Police Department

Complaint Findings

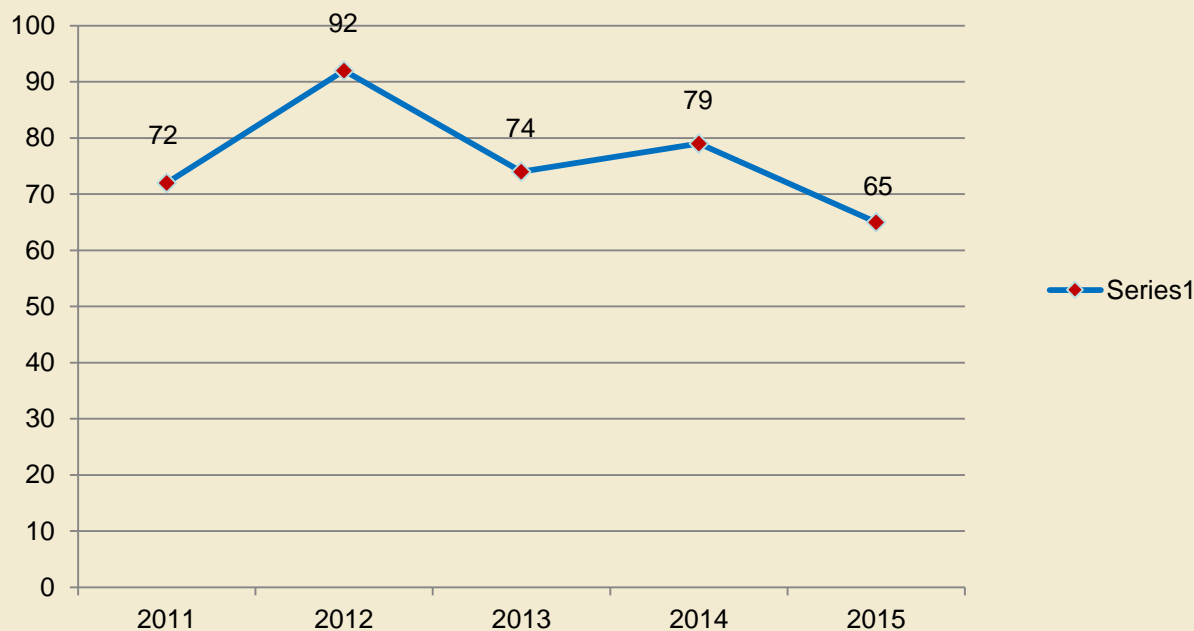


- Sustained: The investigation proved the employee committed all or part of the alleged misconduct.
- Not sustained: The investigation failed to either prove or disprove the alleged misconduct.
- Exonerated: The alleged act occurred but was legal, justified and proper.
- Unfounded: The alleged act did not occur.



External and Internal Complaints

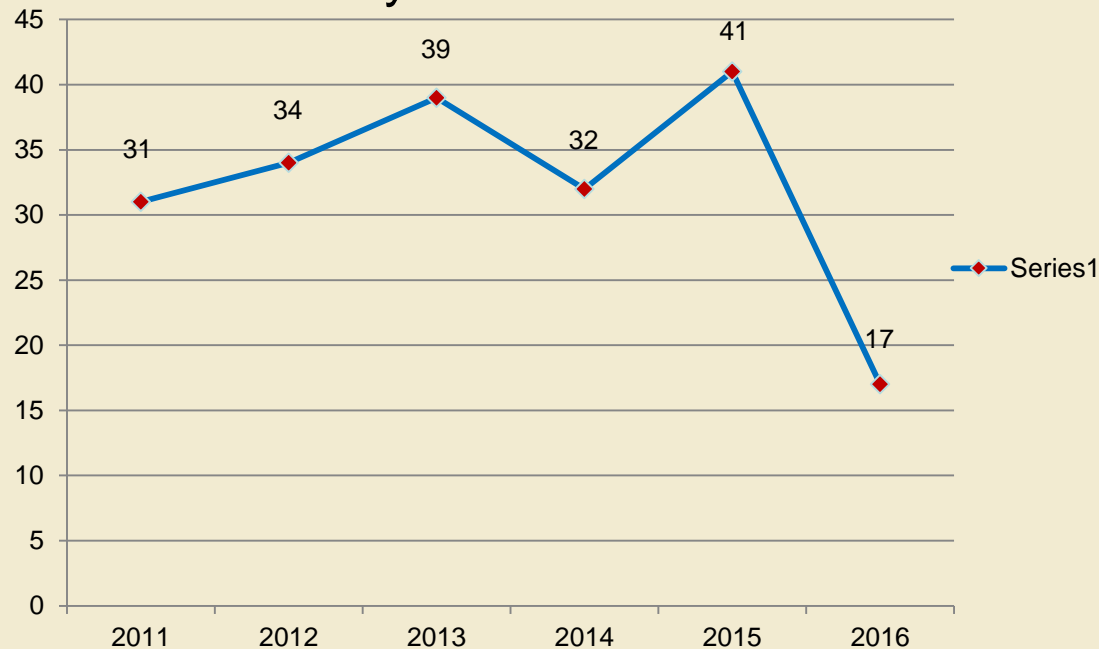
2011 – 2015



	2011	2012	2013	2014	2015
Formal Citizen Complaints	4	18	18	7	12
Formal Internal Complaints	3	10	7	10	9
Informal Inquiries	65	64	48	62	44
Mediation	0	0	1	0	0
Total	72	92	74	79	65



External and Internal Complaints 2011 -2016 Year to Date January 01 thru June 30



	2011	2012	2013	2014	2015	2016
Formal Citizen Complaints	11	16	23	16	5	2
Formal Internal Complaints	3	8	7	9	2	7
Informal Inquiries	17	10	9	7	34	8
Mediation	0	0	0	0	0	0
Total	31	34	39	32	41	17



Rockford Police Department

2016 Outcomes



ACTIONS TAKEN	Count
Demotion	2
Exonerated	6
None Required	2
Not Sustained	2
Resigned	1
Retired	2
Suspension	1
Still Under Investigation	2
Unfounded	3
Verbal Counseling	1
Verbal Reprimand w/ Written Documentation	3
Written Reprimand	1

ONE INCIDENT MAY INVOLVE MORE THAN ONE OFFICER



Rockford Police Department

Early Intervention System



- Policy – identify, evaluate and assist
- Purpose – intervention
- Performance Indicators
 - Internal/external complaints
 - Use of Force
 - Disciplinary action
 - Vehicle Pursuits
 - Traffic Crashes
 - Domestic Violence Incidents
 - Missed Court Appearances

BLUETEAM

Frontline software for **IAPRO**



Rockford Police Department

Early Intervention System Thresholds and Alerts



Citizen complaint	Informal inquiry	Internal complaint	Non-Investigative Incidents	Use of force	Vehicle accident	Vehicle pursuit	Overall Threshold
Days							
●	●	●	●	●	●	●	●
●	●	●	●	●	●	●	●
●	●	●	●	●	●	●	●
●	●	●	●	●	●	●	●

Incident	# of Incidents	# of Months
Citizen Complaint	3	12
Informal Inquiry	6	12
Internal Complaint	3	12
Non Investigative	2	12
Use of Force	10	12
Vehicle Accident	2	12
Vehicle Pursuit	2	12
Overall Threshold	15	12



Rockford Police Department

What Happens When an Officer Reaches Threshold and Alerts

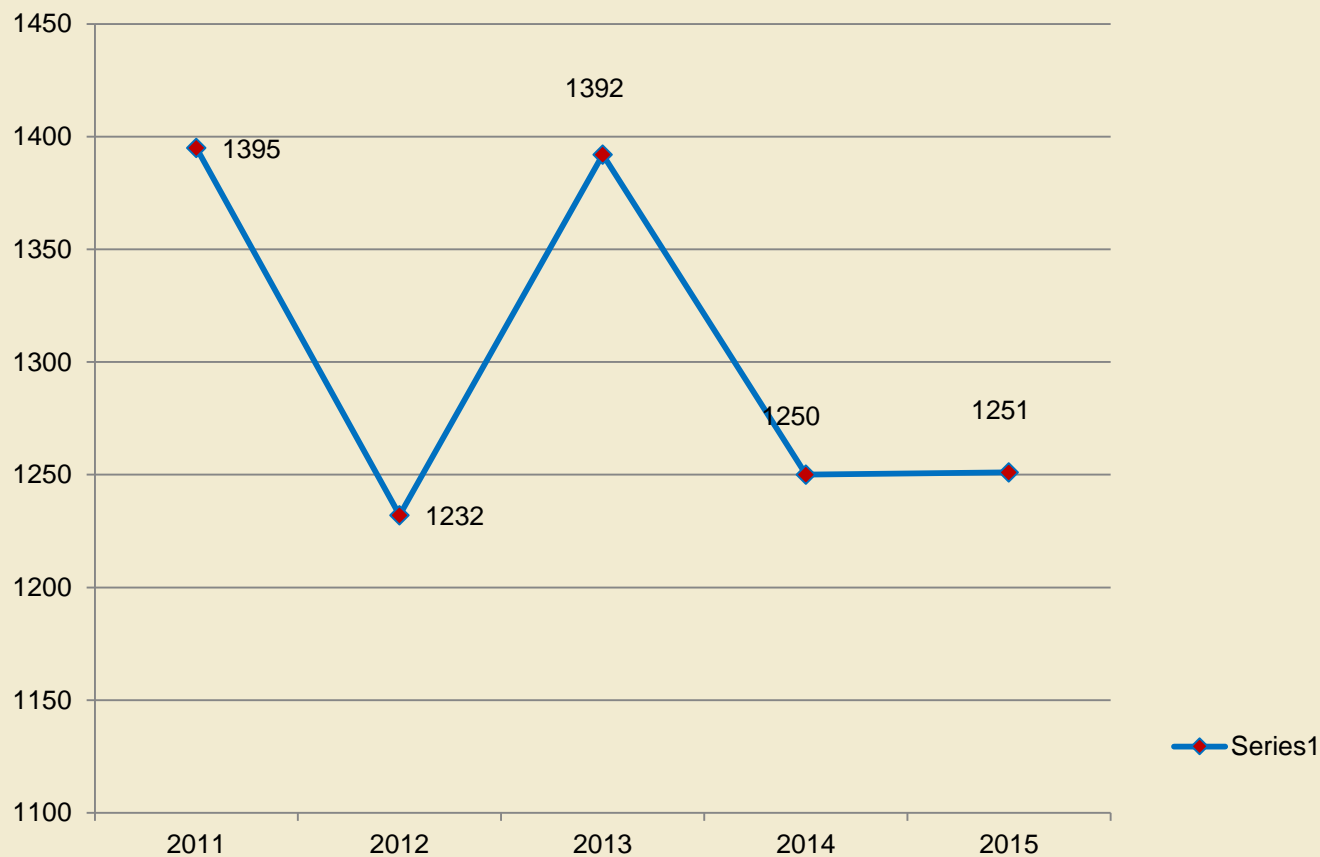


- The Officers' Incidents which created the Alert will be reviewed.
- Based upon the Review the following circumstances could result:
 - Training
 - Individualized to the Officer
 - Entire Specialized Unit Training
 - Department Wide Training



Rockford Police Department

Use of Force: 2011 – 2015





Rockford Police Department

Use of Force Type: 2011 – 2015



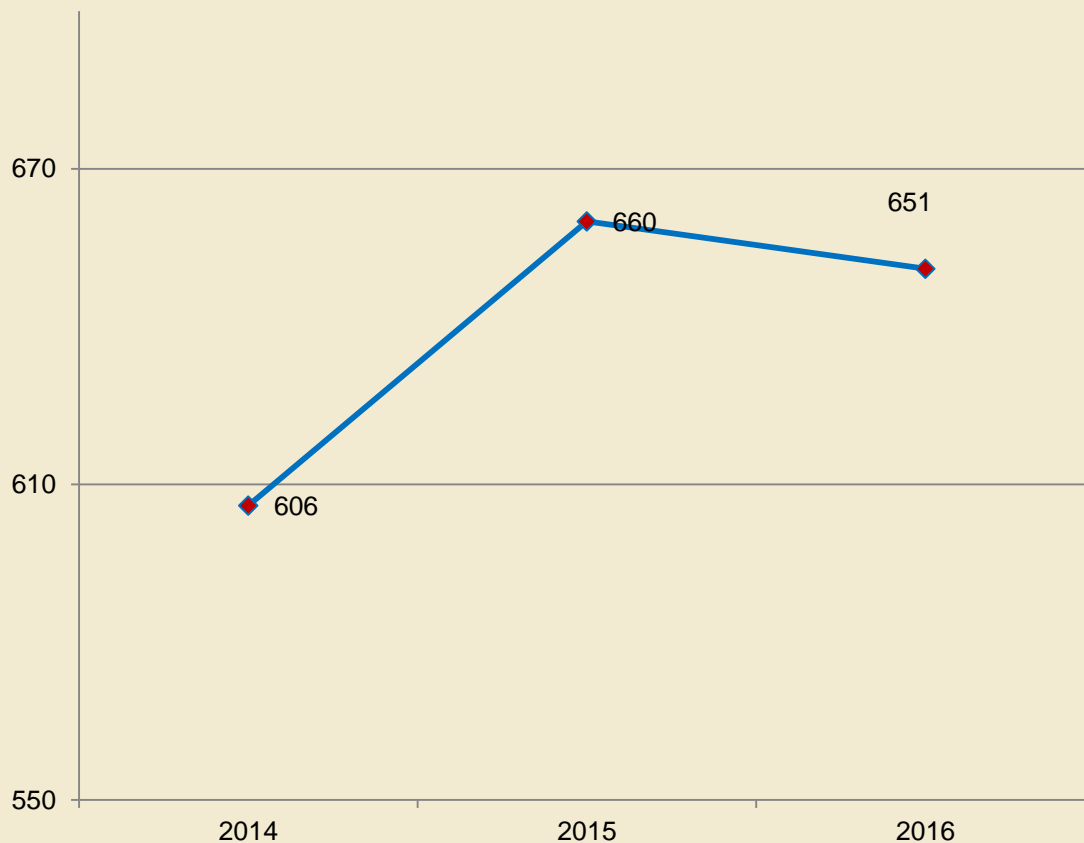
Force Used	2011	2012	2013	2014	2015
Apply Downward Pressure	24	80	64	167	157
ASP/Baton	13	20	14	20	12
Bean Bag	0	0	0	4	0
Canine	2	1	1	0	0
Deadly Force	0	8	0	0	0
Elbow Strike	14	4	12	8	8
Firearm (animal other)	2	2	1	2	0
Firearm (injured animal)	0	0	2	4	4
Grabbed	343	194	261	392	481
Head Pin	19	18	31	30	24
Joint Manipulation	42	121	#	47	54
Kick	9	7	12	15	18
Knee Strike	69	44	57	30	39
OC	21	24	22	22	15
Pain Compliance	0	#	42	10	10
Pointed Firearm	161	189	169	77	58
Pressure Point	14	18	13	8	5
Punch/Strike	107	111	118	101	73
Pushed/Pulled/Forced	355	158	270	91	101
Stuns/ Palm Heel Stun	41	27	33	28	22
Tackled/Takedown/ Wrestle	159	206	270	194	170
Totals	1395	1232	1392	1250	1251



Rockford Police Department

Use of Force: 2014 - 2016 Year to Date

January 1 thru June 30





Rockford Police Department

Use of Force: 2014 -2016 Year to Date

January 01 thru June 30



Force Used	2014	2015	2016
Apply Downward Pressure	69	77	83
ASP/Baton	5	6	1
Bean Bag	4	0	0
Canine	0	0	2
Deadly Force	0	3	0
Elbow Strike	4	5	3
Firearm (animal other)	1	0	0
Firearm (injured animal)	0	1	0
Grabbed	189	261	225
Head Pin	16	12	17
Joint Manipulation	20	26	28
Kick	7	4	2
Knee Strike	20	23	20
OC	9	4	3
Pain Compliance	5	0	6
Pointed Firearm	40	23	18
Pressure Point	8	5	4
Punch/Strike	49	42	82
Pushed/Pulled/Forced	36	54	54
Stuns/ Palm Heel Stun	12	15	13
Tackled/Takedown/ Wrestled	112	99	90
Totals	606	660	651



Rockford Police Department

Use of Force



	2014	2015	2016
Calls for Service	99,909	95,663	45,905
Number of Individuals Arrested	6413	5265	2561
Number of Incidents Forced Used	534	445	218
Number of Officers Using Force	567	482	226
Number of Officers Injured	20	31	26

**2016 - ONLY INCLUDES THE
INFORMATION FROM JANUARY 01 -
JUNE 30**



Rockford Police Department

Use of Force Demographics of Involved Citizens 2014 -2016



	2014 Percent			2015 Percent			2016 Percent	
White	177	29.80%		157	31.85%		78	33.77%
Unknown	4	0.67%		6	1.22%		0	0%
Indian	1	0.17%		0	0%		0	0%
Hispanic	62	10.44%		25	5.07%		16	6.93%
Black	344	57.91%		302	61.26%		133	57.58%
Asian	0	0%		1	0.20%		0	0%
Not Entered	6	1.01%		2	0.41%		4	1.73%

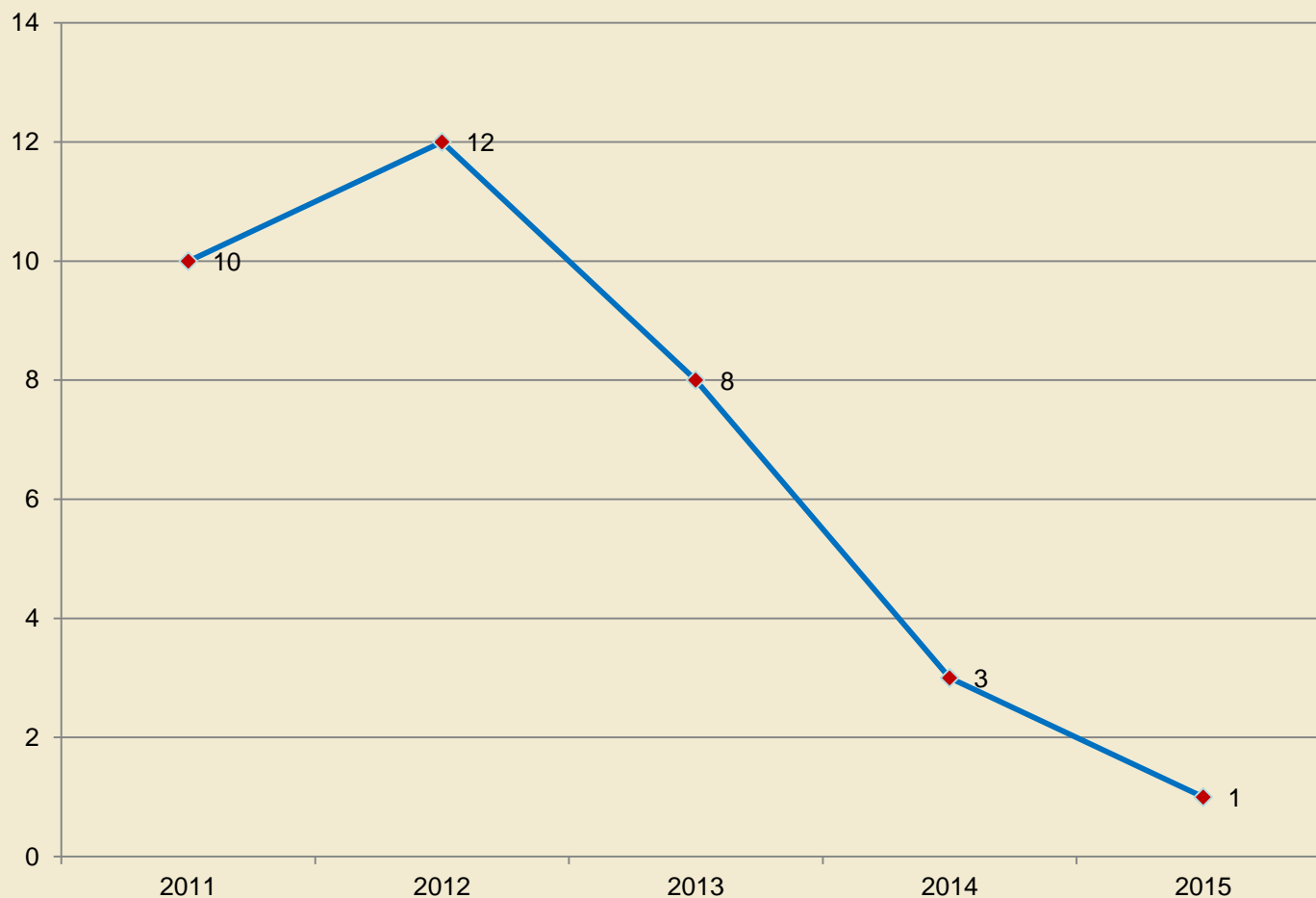
**2016 - ONLY INCLUDES THE
INFORMATION FROM
JANUARY 01 - JUNE 30**



Rockford Police Department

Excessive Force Complaints

2011 – 2015





Rockford Police Department

Excessive Force Complaints

January 1, 2016 – June 30, 2016



NO COMPLAINTS



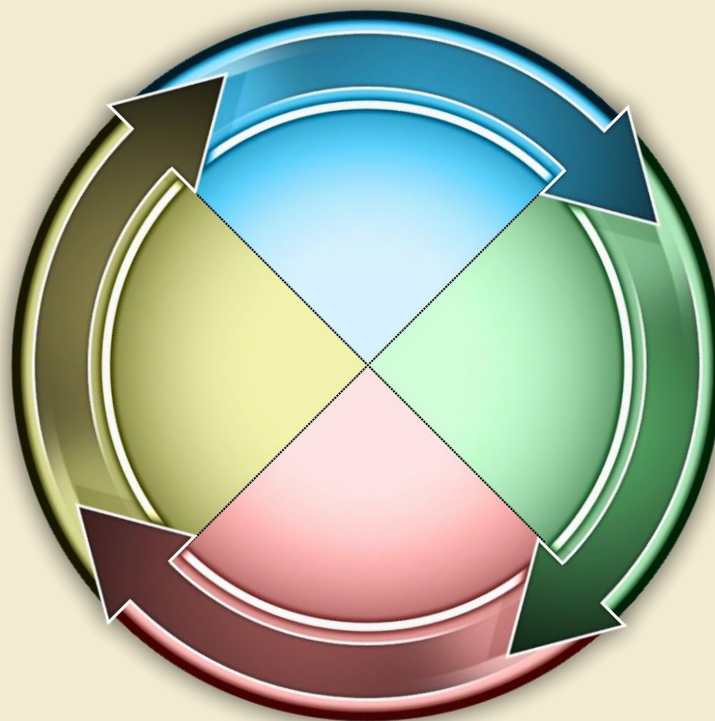
Rockford Police Department

Managing Use of Force



Use of Force

**Policy
&
Training**



Investigation

Review



Rockford Police Department

Policy and Training



- Cultural Diversity Training
- Bias Based Policing Training
- Crisis Intervention / De-escalation
- Use of Force Training
- Physical Encounter Training
- Scenario-Based Training
- Monthly Legal Law Updates
- Power DMS
- Policy Review
- Evaluation & Testing
- Use of Force Review Board
- Semi annual Training



Finance

PRESENTED BY:

Gust Saros – Customer Service Manager

Finance Department

Customer Service Center Scorecard

Customer Service Center Scorecard

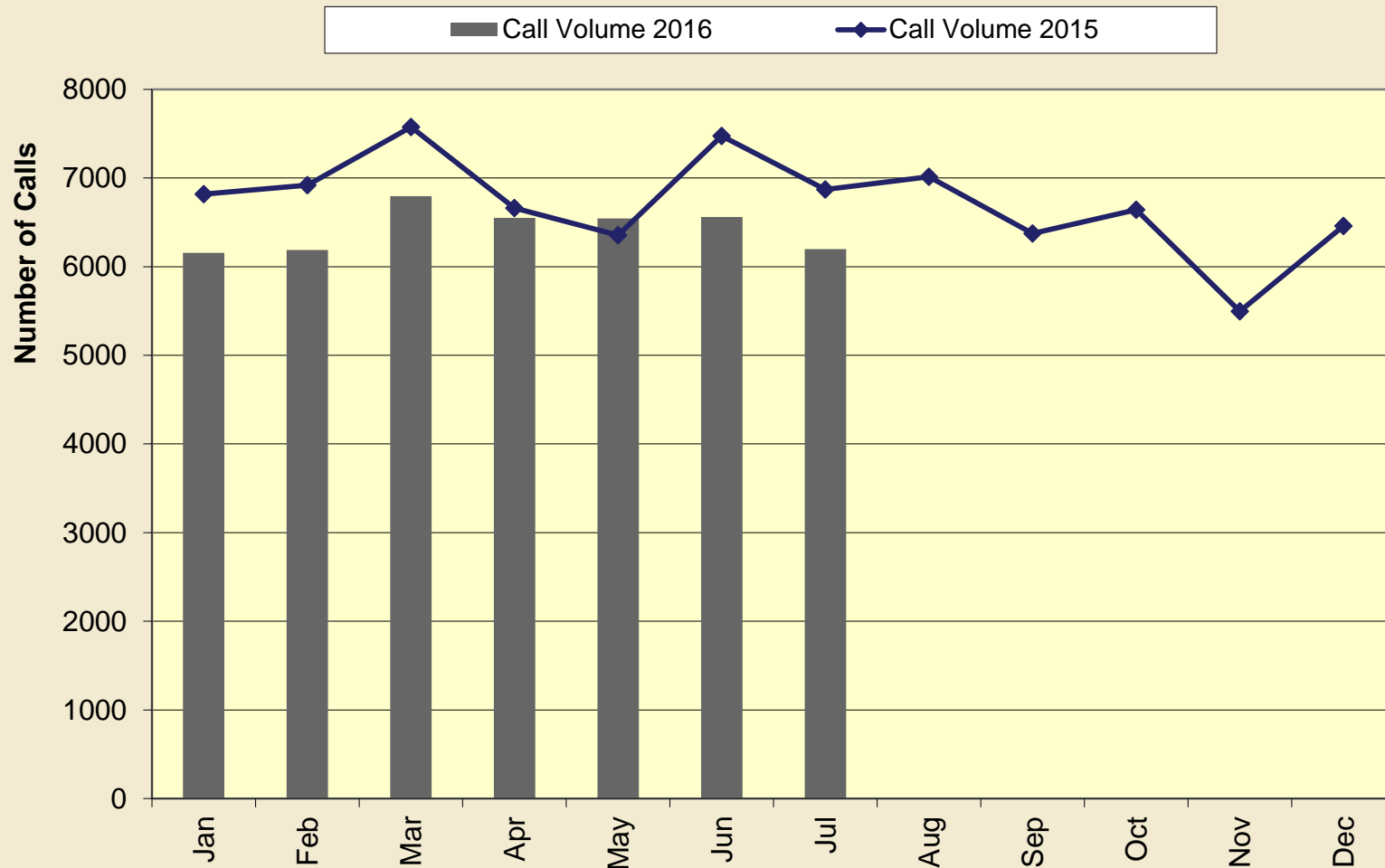
Monthly Performance	2016 Target	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD 2016	YTD 2015
Total number of calls	6,750	6,155	6,188	6,797	6,551	6,545	6,559	6,197						6,427	6,959
Average Time to Answer in sec.	55	21.5	27	20	17.3	16	23.5	35.8						23	31
% Calls Abandoned	8%	2.7	3.8	2	2	2	3.1	5.2						3	5

Targets based on AWWA *Benchmarking Water Utility Customer Relations Best Practices*



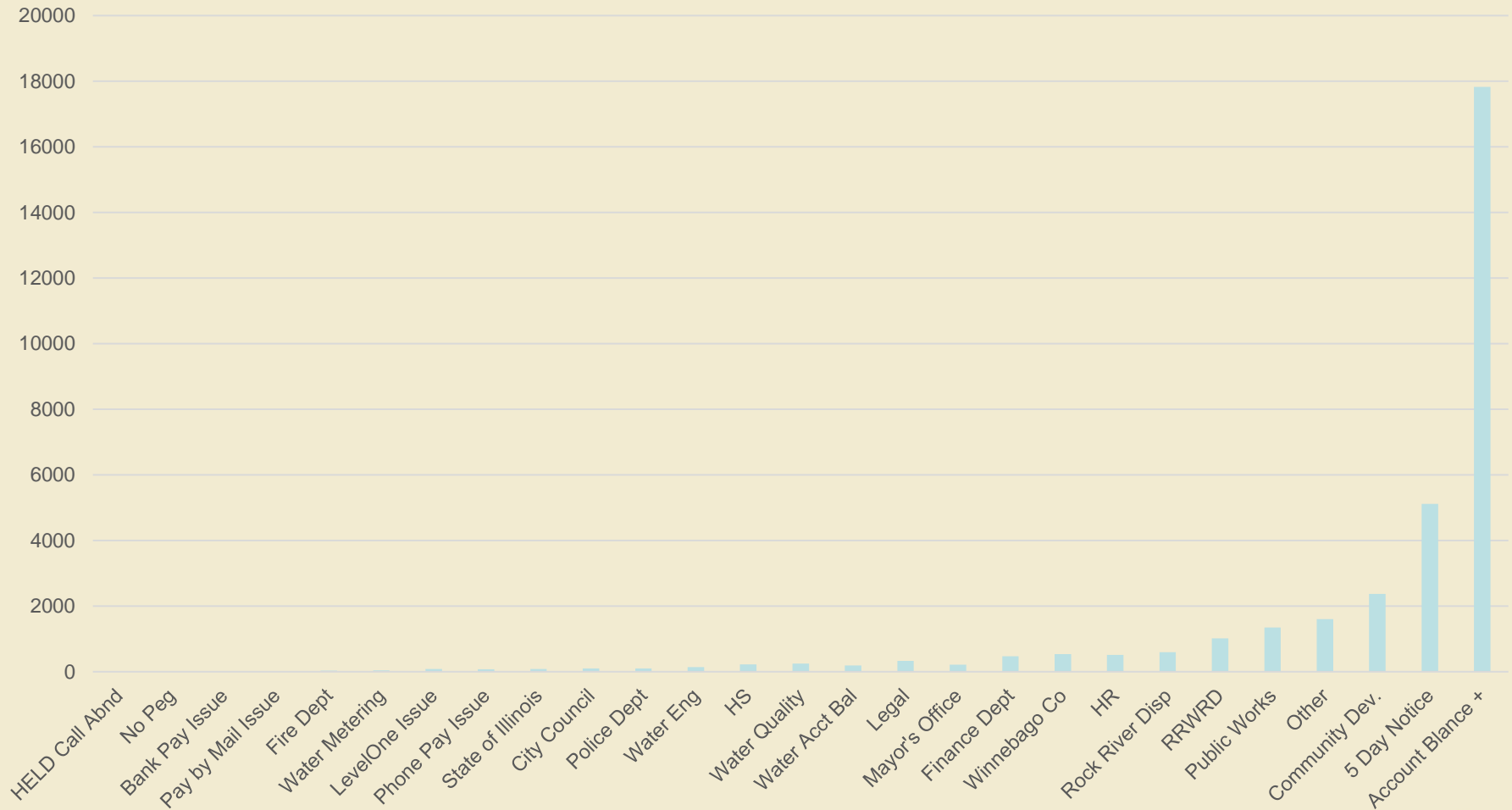
Finance Department

Call Volume



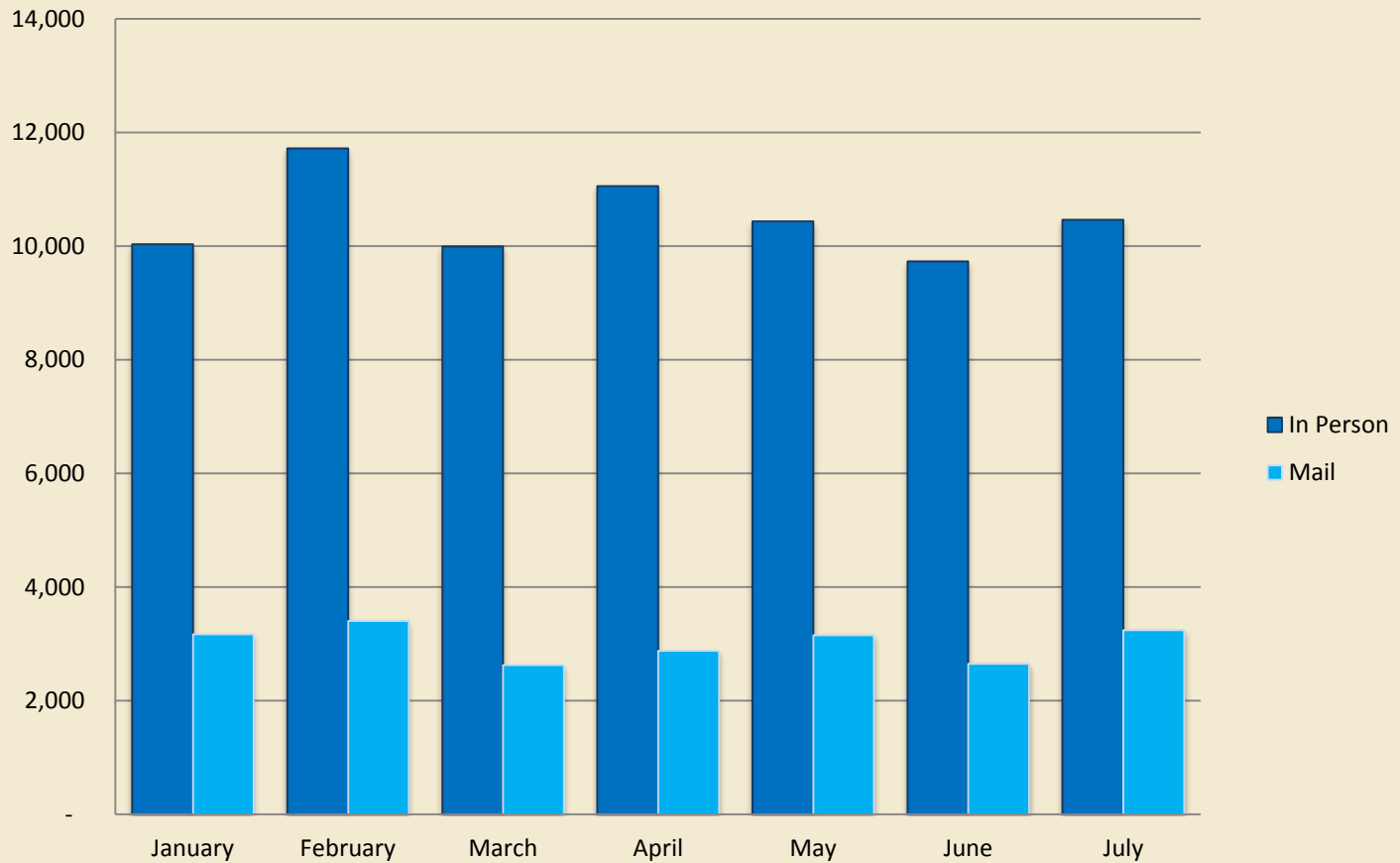
Finance Department

2016 CALL TYPE



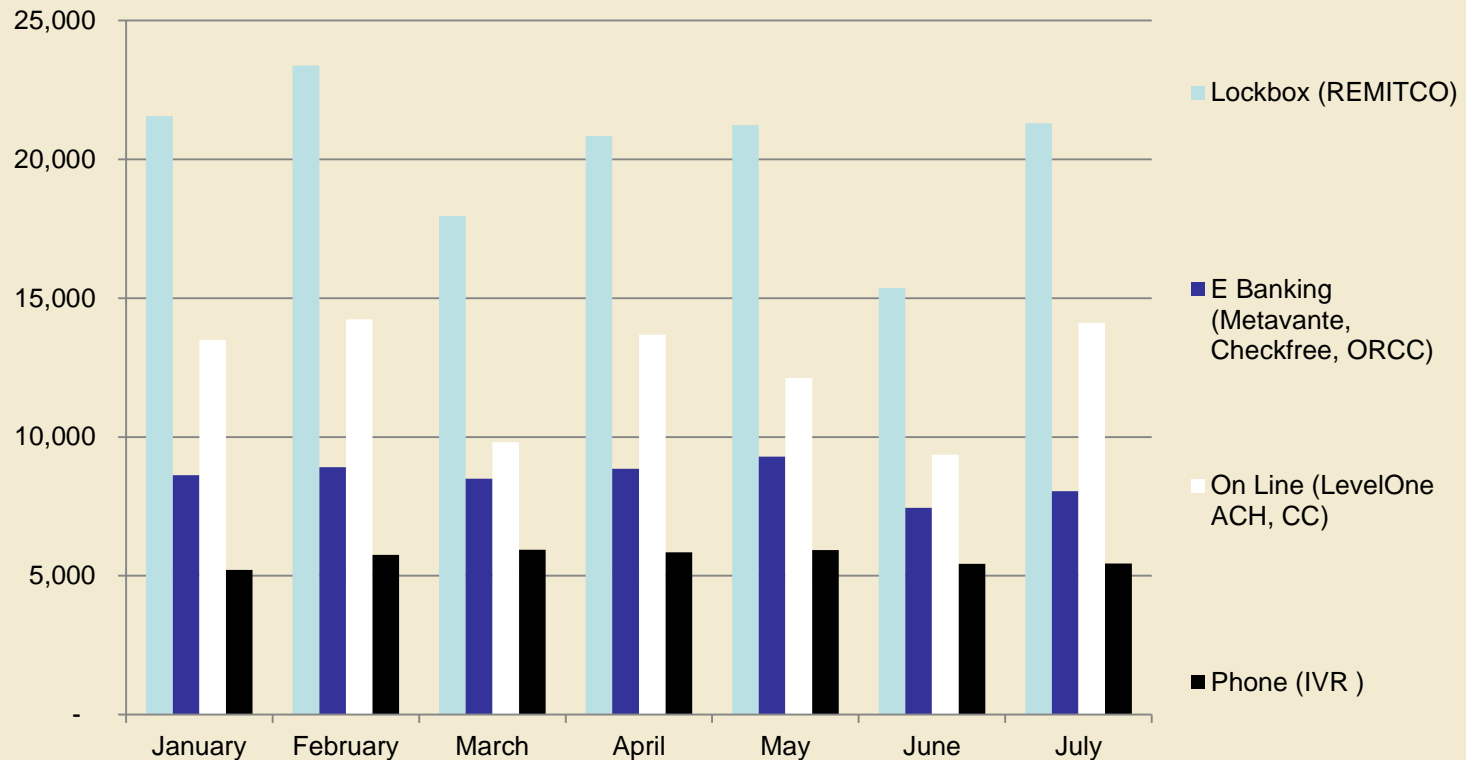
Finance Department

2016 City Hall Payments



Finance Department

Water Payments Processed Third Party



Human Services

PRESENTED BY:

Jennifer Jaeger – Community Services Director

Community Services Division

PRESENTED BY:

Jennifer Jaeger - Community Services Director

- **Housing Assistance and Coordination**

- **Energy Assistance and Savings**

- **Job Creation and Placement**

- **Emergency Assistance**

- **Low income neighborhoods**

- **Education**

Human Services
Key Strategic Initiatives
2016

Human Services-Community Services

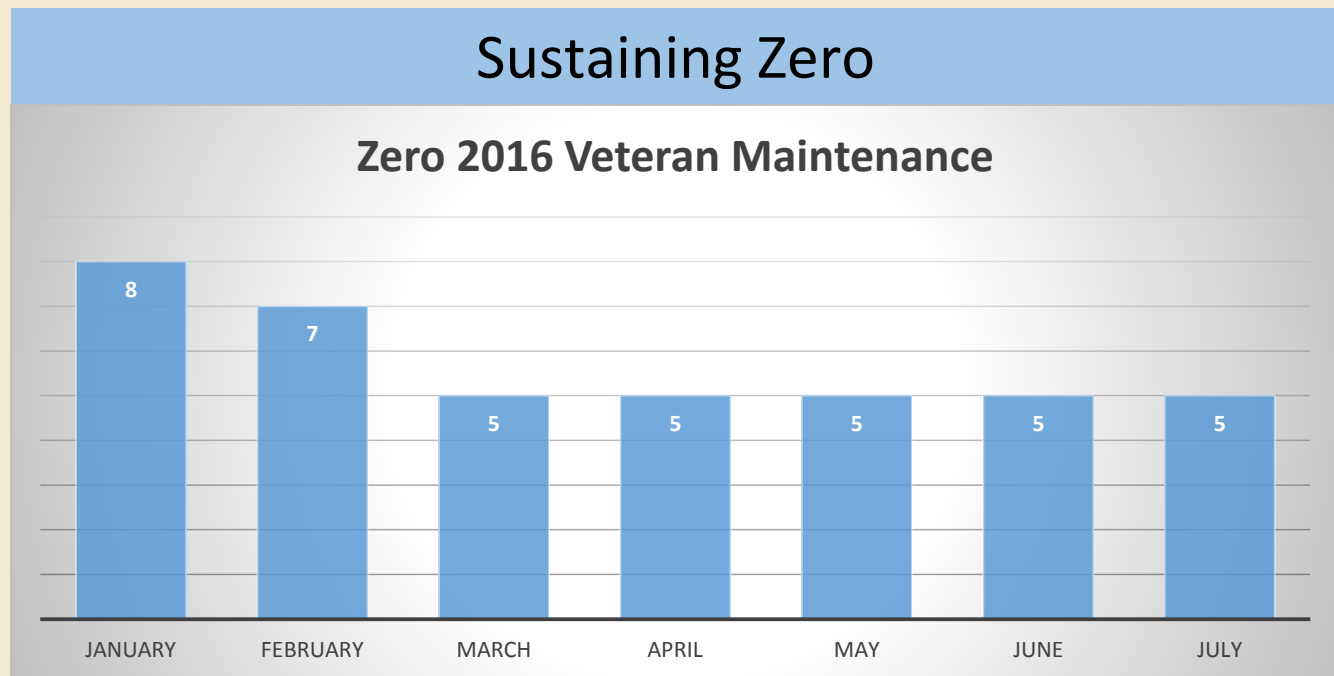
Scorecard

Target	January	February	March	April	May	June	July
< 30 days	9	5	7	5	3	1	0
8 or fewer	8	7	5	5	5	5	5
2/month	7	6	9	6	5	15	10

Human Services-Community Services

Housing Assistance and Coordination Dashboards

We continue to maintain less than 8 homeless veterans (number we can reasonably house in 30 days). The veterans by-name list group continues to meet bi-monthly to ensure we maintain this standard. To date, from January 2015 to July 30, 2016 we have housed 94 homeless veterans.

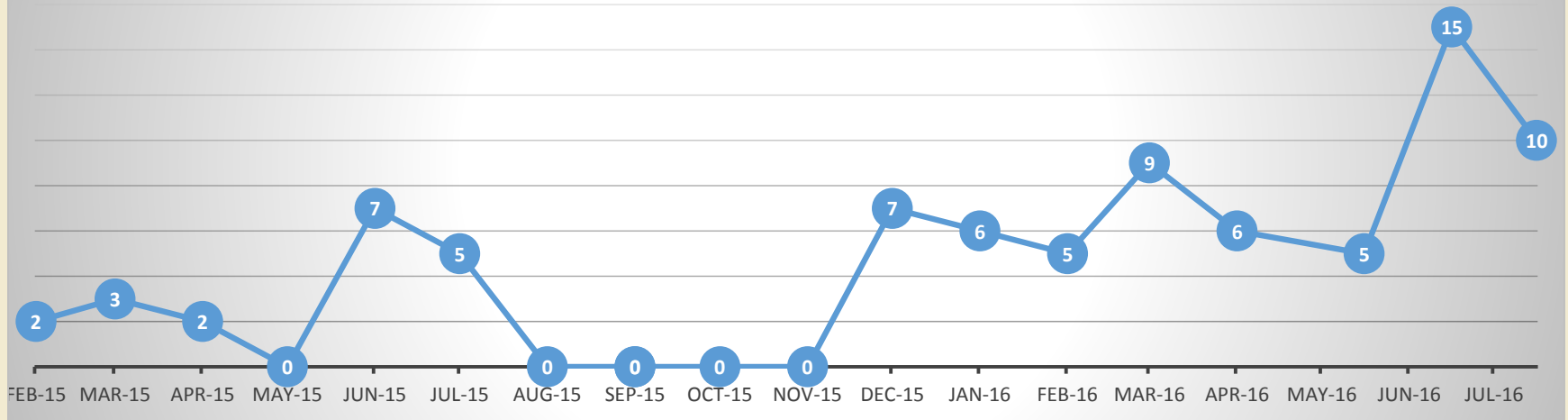


Human Services-Community Services

Housing Assistance and Coordination Dashboards

CHRONIC HOUSING PLACEMENTS THIS MONTH	MEDIAN MONTHLY CHRONIC HOUSING PLACEMENTS IN 2015	TOTAL CHRONIC HOUSING PLACEMENTS SINCE JANUARY 2015
10	6	109

Chronic Housing Placement



Chronic Remaining - 30

To end chronic homelessness by 2017 we must house at least 5 a month.

Human Services-Community Services

Achievements and Areas of Improvement

- We made significant strides in reducing the number of chronically homeless in July.
- We have been asked to present at the Zarrow Symposium which is hosted by Community Solutions, HUD's federal partner for ending veteran and chronic homelessness.
- Just like with Veteran Homelessness, now that we are demonstrating success with the chronically homeless, new chronically homeless are presenting at an accelerated rate.

Thank You!